Table of Contents

3.5   Processing an Application Part II

Gender: When referring to the Client, she/herself was used throughout Volume 4, SSM for simplicity. However, both genders, male and female, may receive benefits.
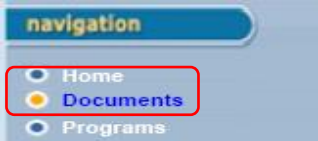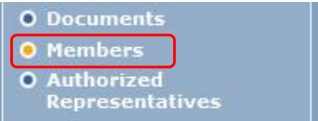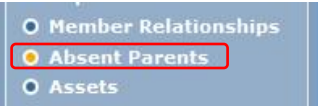
3.5.4   Workgroup 2 Work Instructions

3.5.4.1   Process New Application – [Program(s) Applied For]

Step	Process New Application – [Program(s) Applied For]
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Subject and Task Instructions.

Step	Process New Application – [Program(s) Applied For]
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Application Case Home page.
4.	From the Application Case Home page, under the Options cluster, click *Access Application* to access an image of the scanned application. An image of the application opens in a separate window; leave this window open in order to complete the Process New Application task.

Step	Process New Application – [Program(s) Applied For]
5.	Review the information on the Application Case Home page to familiarize yourself with the application case. Review the Application Status and Programs Applied fields.

Step	Process New Application – [Program(s) Applied For]
6.	Using the left Navigation bar links, briefly review and familiarize yourself with the application case. Click *Documents* from the left Navigation bar. Note if any supporting documents have been received with the application. Click *Members* from the left Navigation bar. Review the household members. If a member has a birth date of 0101 (month/day), search to see if household has a screening case. When a caller screens and does not know the date of birth of a household member, call center agents are instructed to enter 0101 as the default in the required field for date of birth. If a screening case is found, review this date of birth against the member's birth certificate (should that be required for the type of assistance requested) or make a case note to confirm during the data gathering interview. Click *Authorized Representatives* from the left Navigation bar. Note if the applicant has an authorized representative. Click *Member Relationships* from the left Navigation bar. Review household member relationships. Click *Notes* from the left Navigation bar. Review any notes that may have been entered by Workgroup 1 when processing their New Application Ready for Initial Review task.
7.	Click *Absent Parents* from the left Navigation bar. The WFMS displays the Absent Parents page.

Step	Process New Application – [Program(s) Applied For]
8.	Compare the Absent Parent information in the WFMS with the absent parent information on the application. To Add an Absent Parent, refer to Section 3.5.4.2, Add Absent Parent <insert hyperlink>. To View Absent Parent Details, click *View* next to the absent parent. The WFMS displays the Absent Parent Information page. To edit Absent Parent details, click *Edit* next to the Absent Parent to be modified. The WFMS displays the Modify Absent Parent page where changes are to be made. Once all changes have been made, click *Save*. The WFMS displays the Absent Parents page.
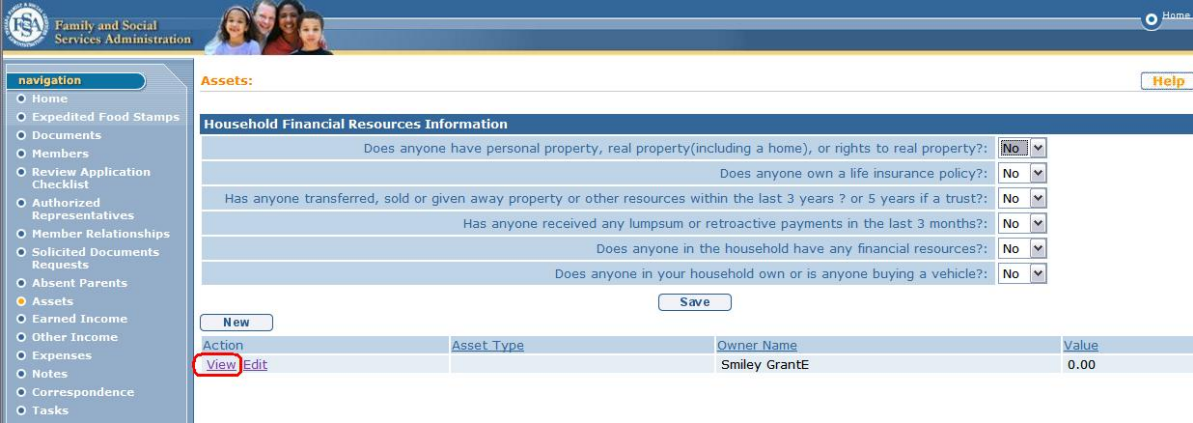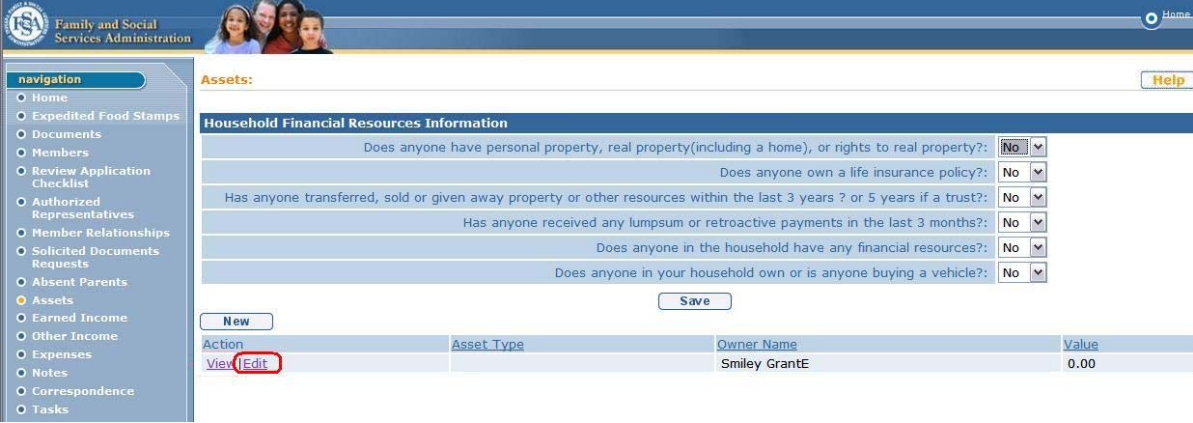
Step	Process New Application – [Program(s) Applied For]
9.	Click *Assets* from the left Navigation bar. ○ Absent Parents ◉ Assets ○ Earned Incomes The WFMS displays the Assets page.
10	Compare the Asset information in the WFMS with the asset information on the application. To Add an Asset, refer to Section 3.5.4.3, Add Asset <insert hyperlink>. To View Asset Details, click *View* next to the asset. The WFMS displays the Asset Information page. To edit an Asset, click *Edit* next to the Asset to be modified. The WFMS displays the Modify Asset page where changes are to be made. Once all changes have been made, click *Save*. The WFMS displays the Assets page.

Step	Process New Application – [Program(s) Applied For]
11	Click *Earned Income* from the left Navigation bar. O Assets O Earned Incomes O Other Incomes The WFMS displays the Earned Income page.
12	Compare the Earned Income information in the WFMS with the earned income information on the application. To Add Earned Income, refer to Section 3.5.4.4, Add Earned Income <insert hyperlink>. To View Earned Income Details, click *View* next to the Earned Income. The WFMS displays the Income page. To edit Earned Income, click *Edit*. The WFMS displays the Modify Earned Income page where changes are to be made. Once all changes have been made, click *Save*.
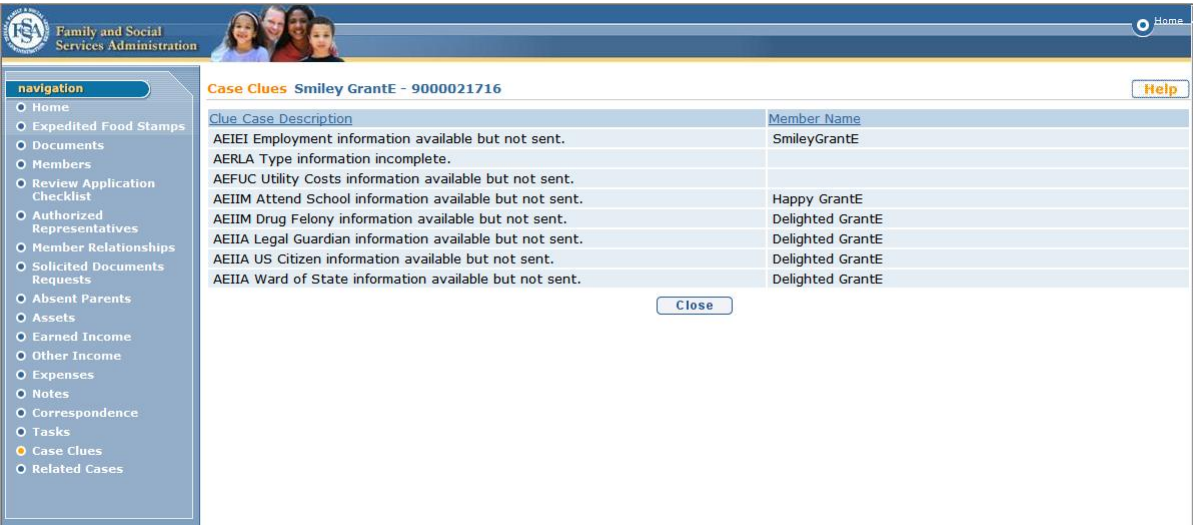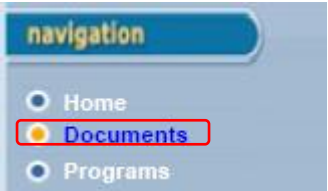
Step	Process New Application – [Program(s) Applied For]
	The WFMS displays the Earned Income page.
13	Click *Other Income* from the left Navigation bar. The WFMS displays the Other Income page.
14	• Compare the Other Income information in the WFMS with the other income information on the application. • To Add Other Income, refer to Section 3.5.4.5, Add Earned Income <insert hyperlink>. • To View Other Income Details, click *View* next to the Other Income. The WFMS displays the View Unearned Income page. • To edit Other Income, click *Edit* next to the Other Income to be modified. • The WFMS displays the Modify Other Income page where changes are to be made. Once all changes have been made, click *Save*. • The WFMS displays the Other Income page.
15	Click *Expenses* from the left Navigation bar. The WFMS displays the Expenses page.
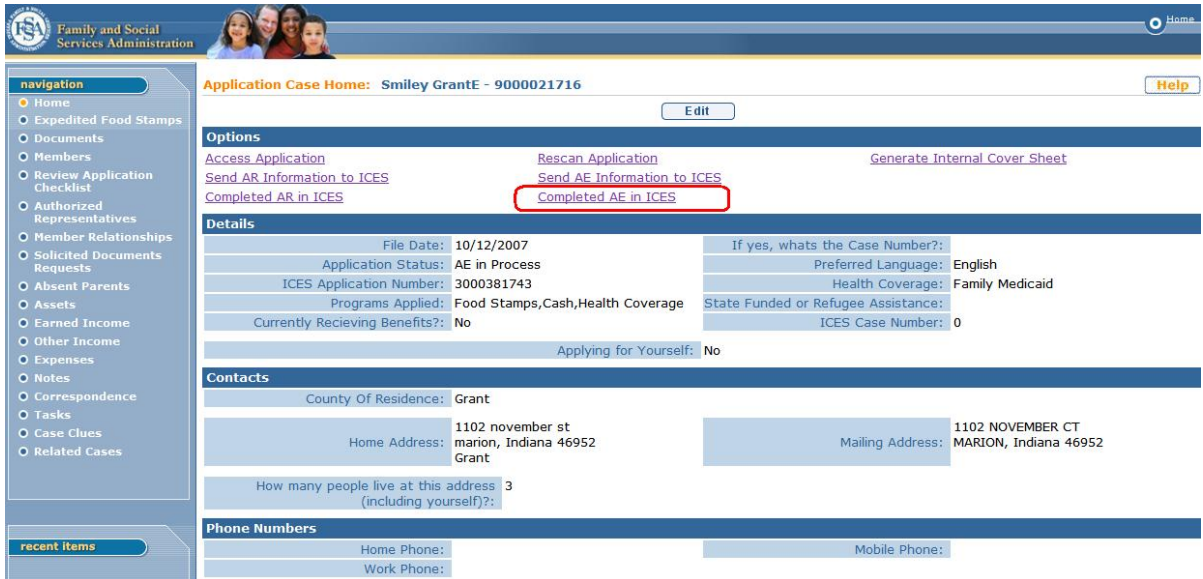
Step	Process New Application – [Program(s) Applied For]
16	• Compare the Expenses information in the WFMS with the expenses information on the application. • To Add an Expense, see Section 3.5.4.6, Add Expense <insert hyperlink>. • To View Expenses Details, click *View* next to the Expense. The WFMS displays the Expenses Details page. • To edit an Expense, click *Edit* next to the Expense to be modified. • The WFMS displays one of the following pages based on expense type chosen to be modified: • Modify Shelter Expense page where changes are to be made. • Modify Utility Expense page where changes are to be made. • Modify Medical Expense page where changes are to be made. • Modify Dependent Care Payments page where changes are to be made. • Once all changes have been made, click *Save*. • The WFMS displays the Expenses page.
17	Click *Home* from the left Navigation bar. The WFMS displays the Application Home page.
18	From the Application Case Home page, under the Options cluster, click *Send AE Information to ICES*.

Step	Process New Application – [Program(s) Applied For]
19	Navigate to ICES. Enter TRAN: AESCQ; PARMS: ICES Application Number. Press **Enter**. The ICES Application Number can be found under the details cluster on the Application Case Home page. `NEXT TRAN: AECSQ___   PARMS: 3000381743`
20	The WFMS pushes the application information through the AE driver flow in ICES. If the ICES Application Entry Driver flow stops, complete the ICES screen using information contained in the WFMS and on the application. Identify missing or incomplete information in ICES with question marks. Press **Enter**. If ICES screen AECNR or AECFR appear in the AE driver flow in ICES, refer to Section 3.5.4.7, ICES Reconciliation Screens <insert hyperlink>. If the ICES Application Entry Driver flow stops on ICES screen AEIHH due to a conflict with marital status, it is necessary to first correct the marital status on screen AEIDC. Enter TRAN: AEIDC and hit **PF14**. Enter the correct marital status. Press **Enter**. The AE driver flow continues with pre-populated information.
21	Review ICES screen AEPND to evaluate missing information and/or verification(s). ``` AEPND PENDING DATA FOR ELIGIBILITY DECISIONS 10/13/07 16:11 COUNTY: 27 CASE: 3000381743 WORKER: T49704 A TEST/ROGER LAST ACTIVITY DATE: 10/13/07 STATUS: PENDING INDIVIDUAL SCREEN INCOMPLETE INFORMATION ------------ ------ -------------------------------- 03 SMILE G AEICI PROOF OF IDENTIFICATION 03 SMILE G AEIID PROOF OF DATE OF BIRTH 02 HAPPY G AEIID PROOF OF DATE OF BIRTH 01 DELIG G AEIID PROOF OF DATE OF BIRTH 03 SMILE G AEIDC PROOF OF MARITAL STATUS 02 HAPPY G AEIDC PROOF OF MARITAL STATUS 01 DELIG G AEIDC PROOF OF MARITAL STATUS 03 SMILE G AEIHH PROOF OF HOUSEHOLD RELATIONSHIP 02 HAPPY G AEIHH PROOF OF HOUSEHOLD RELATIONSHIP 01 DELIG G AEIHH PROOF OF HOUSEHOLD RELATIONSHIP 01 DELIG G AEIIA CITIZEN? 03 SMILE G AEIIA PROOF OF CITIZENSHIP 02 HAPPY G AEIIA PROOF OF CITIZENSHIP NEXT TRAN: _____ PARMS: _____ MORE... ```
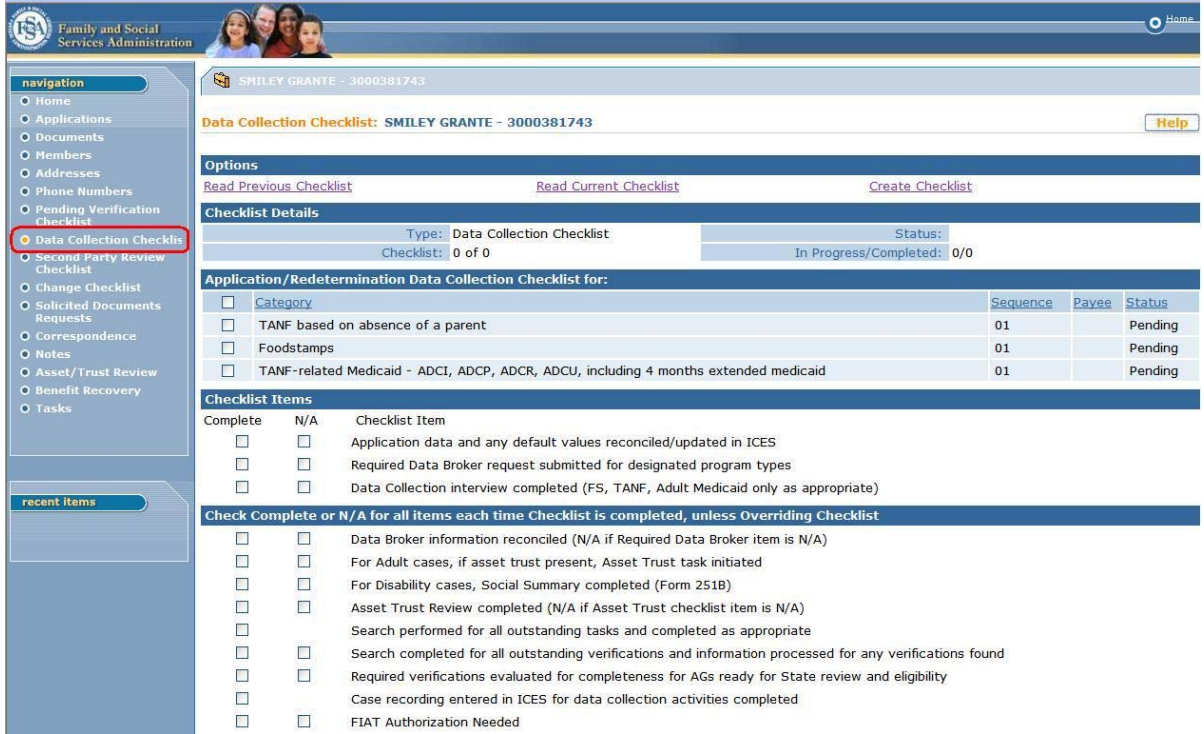
Step	Process New Application – [Program(s) Applied For]
22	On ICES screen AECES, review all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy.

```
AECES                    CASE ELIGIBILITY SUMMARY            12/17/07 15:10
COUNTY: 27  CASE: 3000381743   WORKER:                      T49704 A TEST/ROGER
LAST ACTIVITY DATE: 10/15/07   STATUS: PENDING
                          ***NON***               ********* FINANCIAL **********
              AG    AG    FINANCIAL  ****RESOURCE****       BEN   MONTH   SPENDDOWN
 S CAT SEQ ST  PAYEE   RS I V Q   RS V Q    EXCESS RS V Q MONTH BENFT   LIABILITY

 a ADCR 01 PE S GRANT  PD N I I  PS C C           PS C C 11/07   288
 a FS   01 PE S GRANT  PD N I I  PS C C           PS C C 11/07   426
 a MA C 01 PE S GRANT  PD N I C  PS C C           PS C C 11/07     0




                                                              PF22: AECIS
 NEXT TRAN: _____   PARMS: _____
```

Step	Process New Application – [Program(s) Applied For]
23	Review ICES screen AEWAA. Evaluate the reason codes for potential eligibility.

```
AEWAA              ASSISTANCE GROUP AUTHORIZATION           10/13/07 16:14
COUNTY: 27  CASE: 3000381743 WORKER:                       T49704 A TEST/ROGER
LAST ACTIVITY DATE: 10/13/07 STATUS: PEND
REDETERMINATION MONTH: 042008                                BUDGET
                       ELIG    MONTHLY    AG                 EFFECTIVE
CAT SEQ RE   PAYEE     STAT    AMOUNT    STAT ***REASON CODES****  DATE    AUTHOR
ADCR 01 _  S GRANT     PEND     288.00   PEND 551 130 095 ___ ___ 11012007 _____
FS   01 _  S GRANT     PEND     426.00   PEND 095 ___ ___ ___ ___ 11012007 _____
FS   01 _  S GRANT     PEND     274.00   PEND 095 ___ ___ ___ ___ 10012007 _____
MA C 01 _  S GRANT     PEND        .00   PEND ___ ___ ___ ___ ___ 11012007 _____
MA C 01 _  S GRANT     PEND        .00   PEND ___ ___ ___ ___ ___ 10012007 _____
MA C 01 _  S GRANT     PEND        .00   PEND ___ ___ ___ ___ ___ 09012007 _____
MA C 01 _  S GRANT     PEND        .00   PEND ___ ___ ___ ___ ___ 08012007 _____
MA C 01 _  S GRANT     PEND        .00   PEND ___ ___ ___ ___ ___ 07012007 _____




NEXT TRAN: _____  PARMS: _____
```
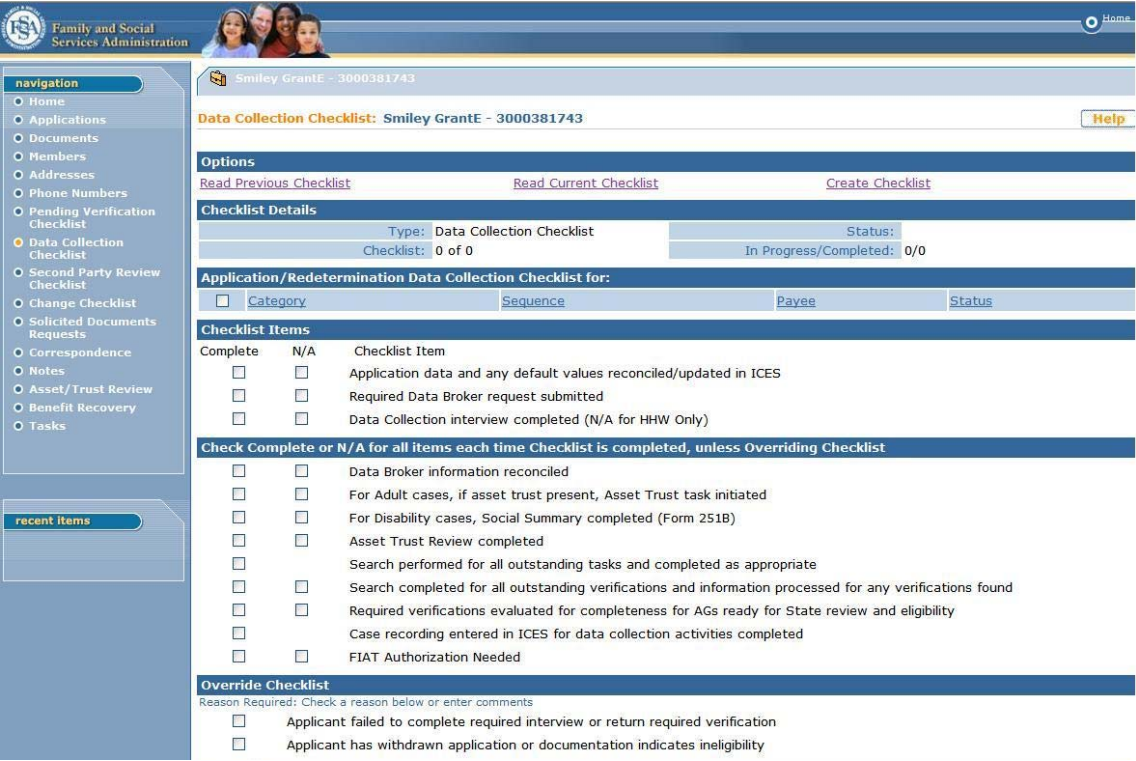
A listing of reason codes can be accessed by entering TRAN: RFDI; PARMS: TSRC. If reason code 311 displays on AEWAA, investigate the applicant's eligibility status to determine whether the individual is already receiving benefits in another active case or if the application should continue to be processed for another category in accordance with policy.
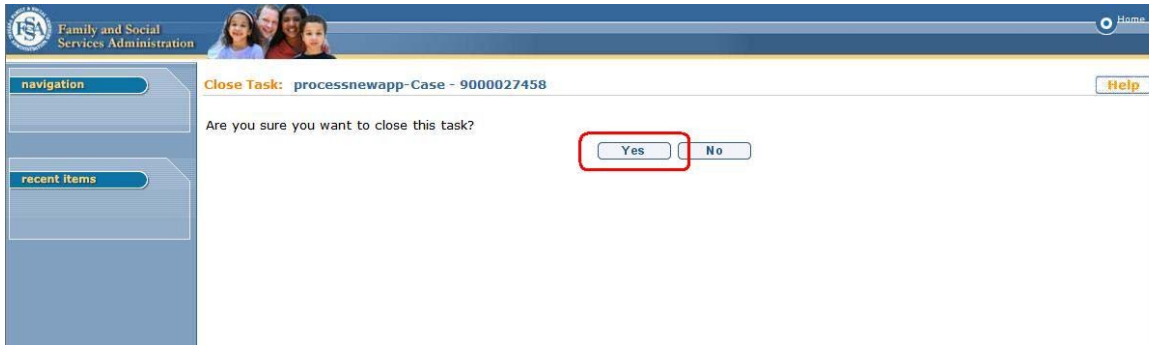
Step	Process New Application – [Program(s) Applied For]
24	Click *Case Clues* from the left Navigation bar.
	The WFMS displays the Case Clues page.
	The Case Clues page displays information contained on the application but not sent to ICES detail screens.
25	From the Application Case Home page in the WFMS, click *Documents* from the left Navigation bar.
	The WFMS displays the Documents page.
26	Review all supporting documents submitted along with the application to determine if any required verifications have been provided, according to policy. If any supporting documents satisfy verification requirements, navigate to the appropriate ICES screen and enter the appropriate verification code. If the documents do not match anyone in the household, go to Step 27. If the documents belong to the case, then skip to Step 35.
27	If any of the documents do not match any member in any assistance group, select either *De-link and Search a Case* or *De-link and Search a Person*.
28	If you selected *De-Link and Search a Case,* then the Search Case page will display.
	<Insert new GUI when available>
	If you selected De-Link and Search a Person, then the Search Person page will display.
	<Insert new GUI when available>
	Use the same Search methods for searching a case or a person, depending on which option was selected, referenced in Section 3.11.3.6 Searching for a Case Work Instructions and 3.11.3.5 Searching for a Person Work Instructions <insert hyperlink>.

Step	Process New Application – [Program(s) Applied For]
29	If the search finds a match to the individual or case related to the document, note the case number or person the document was related to and select Link. Go to Step 30. If there are no matches found when searching a case and a person, then select Close. The Document Details page will display. Select *De-Link,* and a task will automatically be created for WG 8 to process a Non-Indexed Document. Skip to Step 33.
30	Go to the case to which the document was just linked in WFMS.
31	From the left navigation on the Case Home Page, select Solicited Documents Requests and verify if any solicited documents requested due date fields are still blank; determine if the document that was just linked to the case satisfies the solicited request. If the solicited documents that were requested were selected as "Other" on the Pending Verification form, then from the left navigation, select Correspondence and review the 2032 to determine what "Other" verification was requested.
32	If the document that was just linked to the case meets the requirement for any of the documents that were solicited, then select Edit from the Action column next to the Correspondence listed. If the document that was just linked to the case does not meet the requirements of any of the documents that were solicited or no documents had been solicited, go to Step 33.
33	In the Received field, update the date that the document was received and select Save.
34	Return to the application case that was originally being worked.
35	From the Application Case Home page, under the Options cluster, click *Completed AE* in ICES. The WFMS displays the Case Home page.

Step	Process New Application – [Program(s) Applied For]
36	If the application is for HHW only, Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send FI 2032 – Pending Verifications for Applicants/Recipients requesting verification and/or documentation of new information according to policy.

Note regarding retroactive Medicaid coverage:
  o Since applicants for Medicaid may be eligible to receive benefits three months prior to the month of application if they meet eligibility requirements, be sure to request specific information needed for this time period. For example, when income is requested for the retroactive month to determine eligibility, specify exactly what is needed on the 2032, not a general statement to "return income." All income and resources available to applicants must be verified for each month and entered on appropriate ICES screens when received. If the 2032 includes only a general request, this information will have to be requested again when the next user tries to complete the tasks after the client sends in something, but not what was specifically needed.
  o For Hoosier Healthwise, simplified verifications are used in determining eligibility for retroactive Medicaid coverage. If the applicant/recipient states that current income is a reflection of income in the past three months, no further verification is needed.

If all verifications have been submitted with the application and the application is ready for State Review and Eligibility Determination, continue with Step 38 to complete the Data Collection Checklist. |
| 37 | If necessary, reference the following sections to create and forward any of the tasks that are necessary for processing the application:

Refer to Section 3.5.5.4, Initiate Out-of-State Inquiry Request Task <insert hyperlink>.

Refer to Section 3.5.5.7, Initiate Front-End Integrity Review Referral Task <insert hyperlink>.

Refer to Section 3.5.5.8, Initiate Suspected Fraud Referral Task <insert hyperlink>.

Refer to Section 3.5.5.9, Initiate Asset/Trust Review Requested Task <insert hyperlink>.

Refer to Section 3.5.5.16, Initiate Systematic Alien Verification Entitlement (SAVE) Request Task <insert hyperlink>.

Refer to Section 3.5.5.17, Initiate Resource Assessment Request Task <insert hyperlink>.

Refer to Section 3.5.5.18, Initiate ACS Policy Request Task <insert hyperlink>. |
| 38 | In ICES, enter TRAN: CLRC; PARMS: ICES Case Number.

NEXT TRAN: CLRC____ PARMS: 3000381743_____

Enter case notes regarding the application processing (following guidelines for entering information into CLRC, refer to Section 4.4, Documentation Guideline <insert hyperlink>). |

Step	Process New Application – [Program(s) Applied For]
39	Click *Data Collection Checklist* from the left Navigation bar.

The WFMS displays the Data Collection Checklist page.

Step	Process New Application – [Program(s) Applied For]
40	On the Data Collection Checklist, mark the box Complete when the Checklist Item is completed. Click *Save*. The WFMS displays the Data Collection Checklist page.
41	Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether any additional action is required to send a task to the State.
42	Click *Home* in the upper right corner. The WFMS displays the User Home page.

Step	Process New Application – [Program(s) Applied For]
43	Click the *Task ID* for the Process New Application – [Program(s) Applied For] task with a Reserved Status. The WFMS displays the Task Home.
44	Under the Options cluster, click *Close Task*. The WFMS displays the Close Task Confirmation page.
45	Click *Yes*. The WFMS displays the Task Home with the next task.

3.5.4.2 Add Absent Parent

Step	Add Absent Parent
1.	From the Absent Parents page, click *New*. The WFMS displays the Add Absent Parent page.
2.	From the drop down box under the Child Information cluster, select the child for which the absent parent is being added.
3.	Using absent parent information contained on the application, enter absent parent information in the data fields. **Note:** Required fields are marked with a red asterisk.
4.	Click *Save*. The WFMS displays the Absent Parents page. Click *Save & New* if more than one absent parent is to be added. Repeat Steps 1-4 for each additional absent parent.
5.	Continue processing the application at Step 9 of Section 3.5.4.1, Process New Application – [Program(s) Applied For] <insert hyperlink>.

3.5.4.3 Add Asset

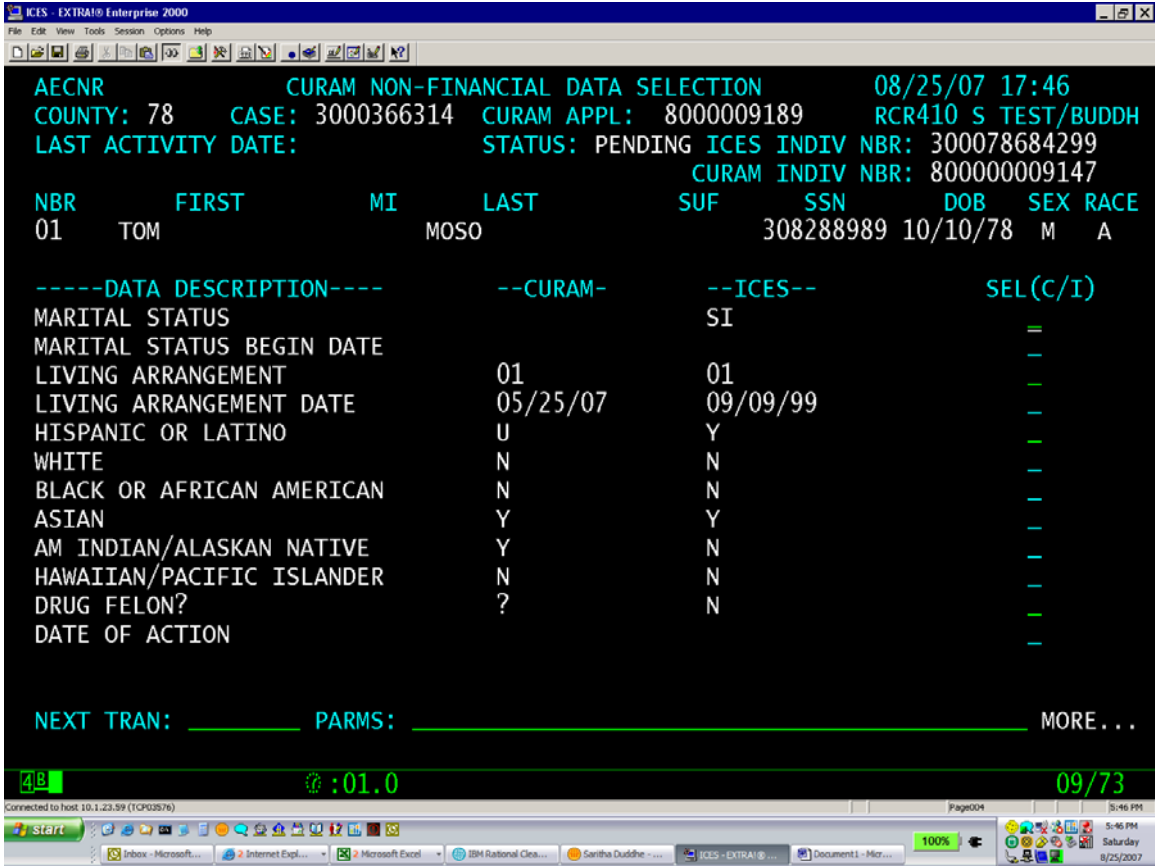| Step	Add Asset
1.	From the Assets page, click *New*. The WFMS displays the Add Asset page.
2.	From the drop down box under the Asset Owner cluster, select the case member for which the asset is being added.
3.	Using information contained on the application, enter asset information in the data fields.
4.	Click *Save*. The WFMS displays the Assets page. Click *Save & New* if more than one asset is to be added. Repeat Step 1-4 for each additional asset.
5.	Continue processing the application at Step 10 of Section 3.5.4.1, Process New Application – [Program(s) Applied For] <insert hyperlink>.

3.5.4.4 Add Earned Income

Step	Add Earned Income
1.	From the Employed Members page, click *New*. The WFMS displays the Add Earned Income page.
2.	From the drop down box under the Employed Member cluster, select the case member for which the earned income is being added.
3.	Using information contained on the application, enter earned income information in the data fields.
4.	Click *Save*. The WFMS displays the Employed Members page. Click *Save & New* if more than one employed member is to be added. Repeat Step 1-4 for each additional employed member.
5.	Continue processing the application at Step 12 of Section 3.5.4.1, Process New Application – [Program(s) Applied For] <insert hyperlink>.

3.5.4.5 Add Other Income

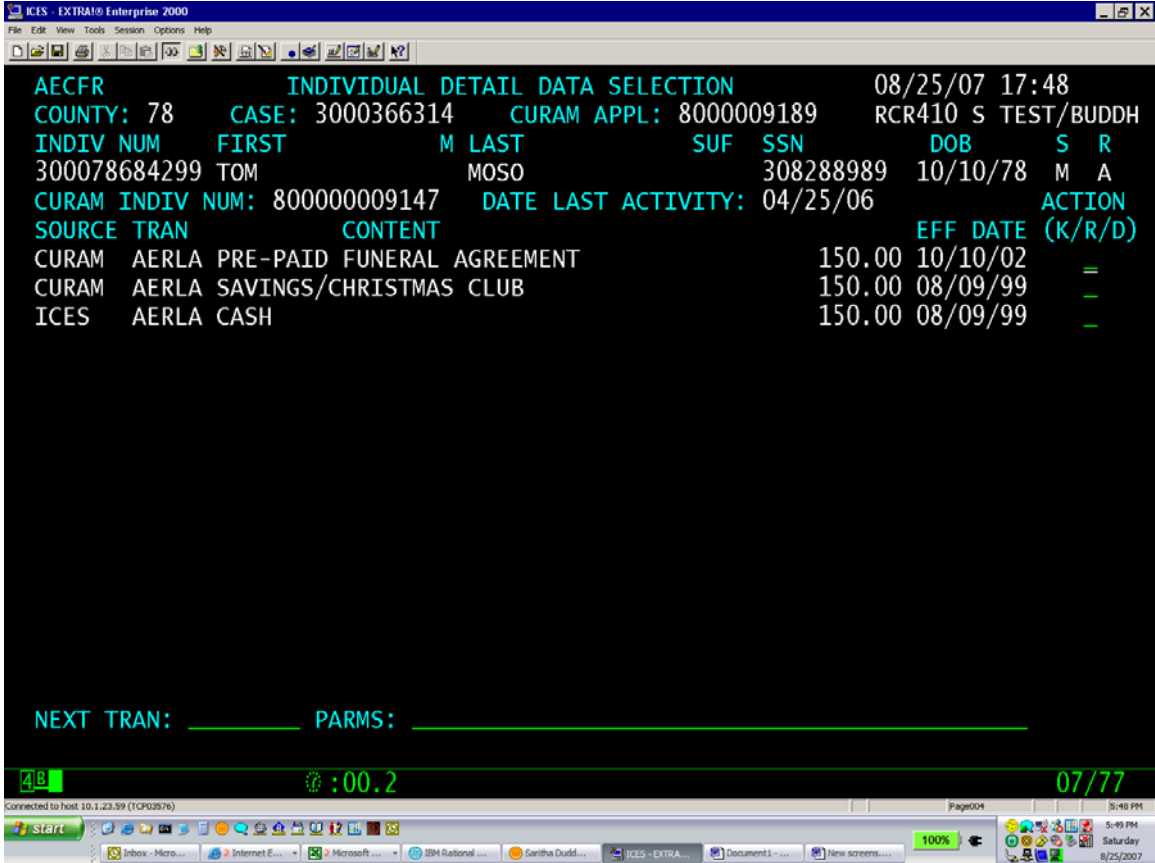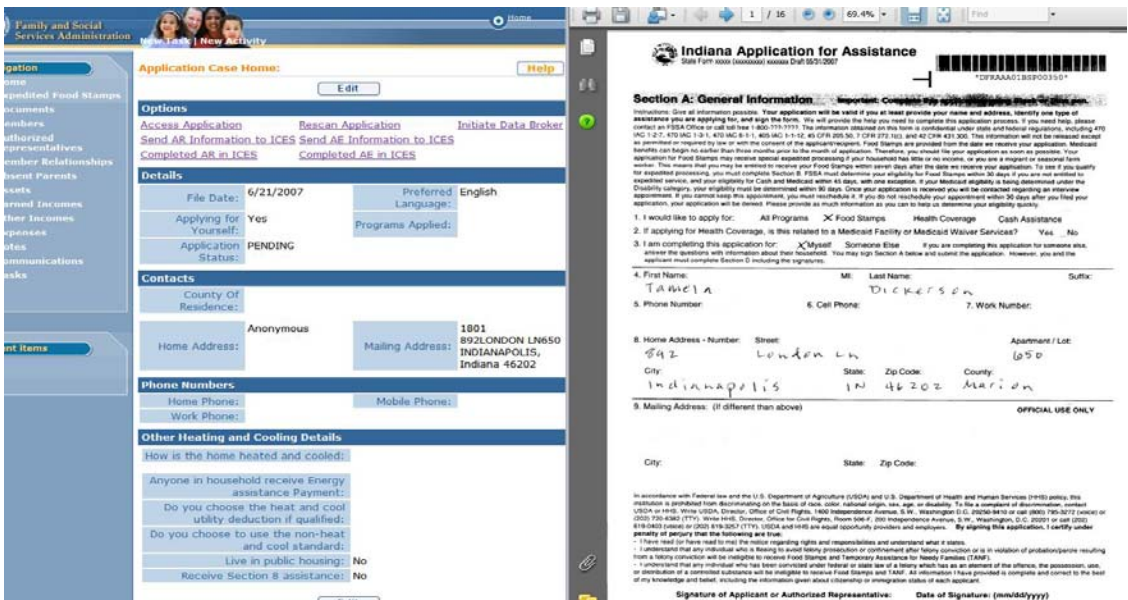| Step	Add Other Income
1.	From the Other Income page, click *New*. The WFMS displays the Add Other Income page.
2.	From the drop down box under the Member receiving this income cluster, select the case member for which the other income is being added.
3.	Using information contained on the application, enter other income information in the data fields.
4.	Click *Save*. The WFMS displays the Other Income page. Click *Save & New* if more than one type of other income is to be added. Repeat Step 1-4 for each additional type of other income.
5.	Continue processing the application at Step 14 of Section 3.5.4.1, Process New Application – [Program(s) Applied For] <insert hyperlink>.

3.5.4.6   Add Expense

Step	Add Expense
1.	From the Expenses page, click *New*. The WFMS displays the Add Expense page.
2.	Using information contained on the application, enter expense information in the data fields.
3.	Click *Save*. The WFMS displays the Expenses page. Click *Save & New* if more than one type of expense is to be added. Repeat Step 1-3 for each additional type of other income.
4.	Continue processing the application at Step 16 of Section 3.5.4.1, Process New Application – [Program(s) Applied For] <insert hyperlink>.

3.5.4.7   ICES Reconciliation Screens
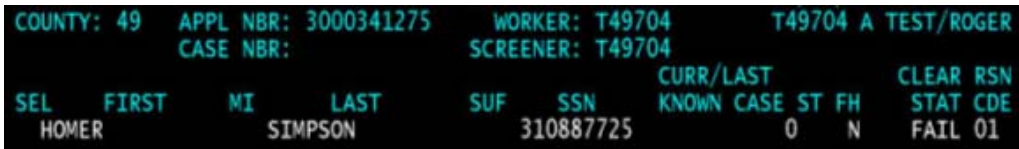
ICES reconciliation screens appear in the driver flow when AE Information is sent to ICES from the WFMS Application Case for members known to ICES. ICES reconciliation screens allow you to choose which data (either WFMS application case data or pre-existing ICES data) pre-populates fields in ICES during the AE push.

Step	ICES Reconciliation Screens
1.	ICES screen AECNR displays results when differences exist between data contained in the WFMS application case and existing ICES data.

Determine which data should be populated in ICES. If data contained in the WFMS application case should be sent to ICES, enter 'C' in the Select column. If data previously known to ICES should remain, enter 'I' in the Select column.

Complete AECNR for all household members. Hit **PF20** to access AECNR for additional household members, as necessary. Once AECNR is completed for all household members, hit **PF18** to Apply Selections. Based on information selected on AECNR (whether C or I entered), the Send AE Information to ICES process will continue.

Hit **PF1** to access screen level help.

Step	ICES Reconciliation Screens
2.	ICES screen AECFR displays results when differences exist between data contained in the WFMS application case and existing ICES data.

Review the results and determine which data should be populated in ICES.

A Curam source indicates the information is contained in the WFMS application case. If data contained in the WFMS application case should be sent to ICES, enter K in the Action column. If data contained in the WFMS application case should not be sent to ICES, enter D in the Action column.

An ICES source indicates the information has been previously entered in ICES. If necessary, enter R to review the ICES data. ICES will display the appropriate screen. If it is not necessary to review the ICES data and only ICES data results display on AECFR, hit **PF18** to Apply Selections.

Complete AECFR for all household members. Hit **PF20** to access AECFR for additional household members, as necessary. Once AECNR is completed for all household members, hit **PF18** to Apply Selections. Based on information selected on AECFR (whether K or D entered), the Send AE Information to ICES process will continue.

Hit **PF1** to access screen level help.

3.5.4.8 Process New Application with Active Case/Member [Program(s) Applied For]
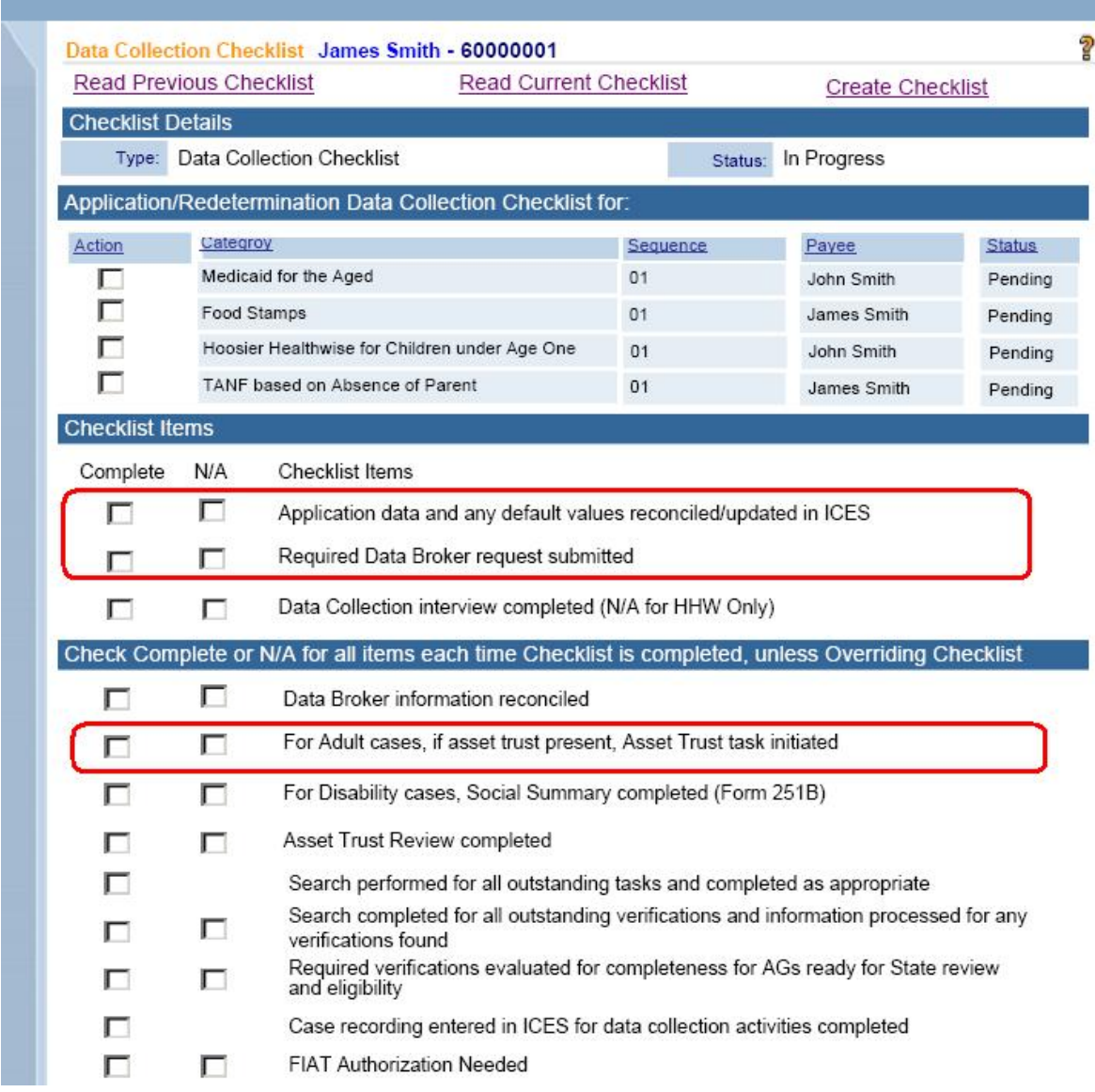
Step	Process New Application with Active Case/Member – [Program(s) Applied For]
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*.
	The WFMS displays the Task Home.
2.	View the Subject and Task Instructions.
	Task Instructions: Review case notes and complete processing of new application, which includes completing the Application Entry process in ICES, requesting necessary verification, and reconciling Data Broker results. If appropriate, this task may also include, but is not limited to initiating a front-end integrity referral, an out-of-state inquiry, or initiating an asset trust review.
3.	Under the Supporting Information cluster, click *Case Home page*.
	The WFMS displays the Application Case Home page.
4.	From the Application Case Home page, under the Options cluster, click *Access Application* to access an image of the scanned application.
	An image of the application opens in a separate window; leave this window open in order to complete the Process New Application with Active Case/Member – [Program(s) Applied For].

Step	Process New Application with Active Case/Member – [Program(s) Applied For]
5.	Navigate to ICES. Enter TRAN: AEREV; PARMS: ICES Case Number. `NEXT TRAN: AEREV___ PARMS: 3000337737_`
6.	See Section 3.11.3, Search Instructions <insert hyperlink> to search for new individual(s).
7.	• If the individual is found in another active case, refer to Section 3.6, Maintaining a Case <insert hyperlink> to review and process the change to the other active case, removing case members as appropriate. • If the individual is found in an Inactive case, it may be necessary to reconcile the household member details for the case associated with the current application. • If the individual is new to ICES, continue with Step 8.
8.	Add the new member(s) to the current case on AEIID, proceeding through file clearance.
9.	Complete screen AEISL – Statewide Clearance List. For an exact match, place an "X" in the select column and Press **Enter**.
10	The next individual added on AEIID displays on AEISL and the same process is repeated until all new individuals have been cleared.
11	Review screen AEISC – Statewide Clearance Results. If an individual fails file clearance, refer to File Clearance failure reason codes by entering TRAN: RFDI; PARMS: TSCF.
12	Complete all applicable ICES screens using information contained in the WFMS and on the application. Identify missing or incomplete information in ICES with question marks.

Step	Process New Application with Active Case/Member – [Program(s) Applied For]
13	Run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy.

```
AECES                    CASE ELIGIBILITY SUMMARY            12/17/07 15:10
COUNTY: 27  CASE: 3000381743   WORKER:                   T49704 A TEST/ROGER
LAST ACTIVITY DATE: 10/15/07   STATUS: PENDING
                         ***NON***              ********* FINANCIAL **********
            AG  AG    FINANCIAL  ****RESOURCE****     BEN  MONTH  SPENDDOWN
  S CAT SEQ ST  PAYEE    RS I V Q  RS V Q    EXCESS RS V Q MONTH BENFT  LIABILITY

  a ADCR 01 PE S GRANT  PD N I I  PS C C          PS C C 11/07   288
  a FS   01 PE S GRANT  PD N I I  PS C C          PS C C 11/07   426
  a MA C 01 PE S GRANT  PD N I C  PS C C          PS C C 11/07     0




                                                              PF22: AECIS
  NEXT TRAN: _____  PARMS: _____
```

| 14 | Review ICES screen AEPND to evaluate missing information and/or verification(s). |

```
AEPND          PENDING DATA FOR ELIGIBILITY DECISIONS   07/09/07 14:41
COUNTY: 49  CASE: 3000347793   WORKER: T49704          T49704 A TEST/ROGER
LAST ACTIVITY DATE: 07/09/07   STATUS: PENDING

INDIVIDUAL    SCREEN  INCOMPLETE INFORMATION
------------  ------  --------------------------------

01 MEDIC D    AEIDP   PROOF OF MA DISABILITY
```

Step	Process New Application with Active Case/Member – [Program(s) Applied For]
15	Review ICES screen AEWAA. Evaluate the reason codes for potential eligibility. If reason code 311 displays on AEWAA, investigate the applicant's eligibility status to determine whether the individual is already receiving benefits in another active case or if the application should continue to be processed for another category in accordance with policy.

```
AEWAA           ASSISTANCE GROUP AUTHORIZATION          07/09/07 14:51
COUNTY: 49  CASE: 3000347793 WORKER: T49704          T49704 A TEST/ROGER
LAST ACTIVITY DATE: 07/09/07 STATUS: PEND
REDETERMINATION MONTH: 062008                            BUDGET
                    ELIG    MONTHLY    AG                 EFFECTIVE
CAT SEQ RE   PAYEE  STAT    AMOUNT    STAT ***REASON CODES****  DATE     AUTHOR
MA D 01 _  M DISAB  PEND       .00   PEND  __ __ __ __ __  08012007 _____
MA D 01 _  M DISAB  PEND       .00   PEND  __ __ __ __ __  07012007 _____
MA D 01 _  M DISAB  FAIL       .00   PEND 600 __ __ __ __  06012007 _____
MA D 01 _  M DISAB  FAIL       .00   PEND 600 __ __ __ __  05012007 _____
MA D 01 _  M DISAB  FAIL       .00   PEND 600 __ __ __ __  04012007 _____
```

A listing of reason codes can be accessed by entering TRAN: RFDI; PARMS: TSRC.

Step	
16	Click *Case Clues* from the left Navigation bar. The WFMS displays the Case Clues page.

Case Clues Smiley GrantE - 9000021716

Clue Case Description	Member Name
AEIEI Employment information available but not sent.	SmileyGrantE
AERLA Type information incomplete.	
AEFUC Utility Costs information available but not sent.	
AEIIM Attend School information available but not sent.	Happy GrantE
AEIIM Drug Felony information available but not sent.	Delighted GrantE
AEIIA Legal Guardian information available but not sent.	Delighted GrantE
AEIIA US Citizen information available but not sent.	Delighted GrantE
AEIIA Ward of State information available but not sent.	Delighted GrantE

The Case Clues page displays information contained on the application but not sent to ICES detail screens.

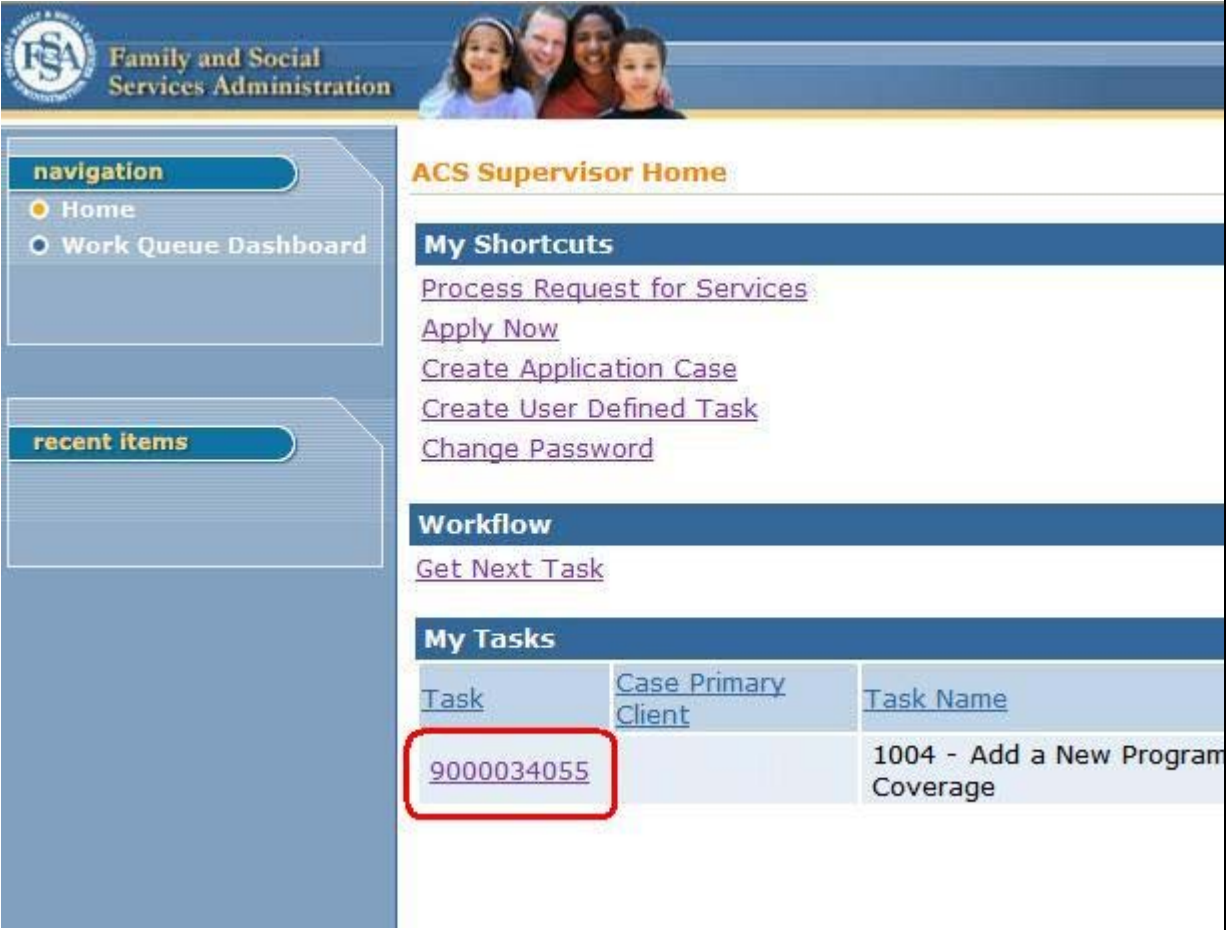| Step	Process New Application with Active Case/Member – [Program(s) Applied For]
17	From the Application Case Home page in the WFMS, click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
18	Review all supporting documents submitted along with the application to determine if any required verifications have been provided, according to policy. If any supporting documents satisfy verification requirements, navigate to the appropriate ICES screen and enter the appropriate verification code.
19	If necessary, reference the following sections to create and forward any of the tasks that are necessary for processing the application: Refer to Section 3.5.5.4, Initiate Out-of-State Inquiry Request Task <insert hyperlink> Refer to Section 3.5.5.7, Initiate Front-End Integrity Review Referral Task <insert hyperlink> Refer to Section 3.5.5.8, Initiate Suspected Fraud Referral Task <insert hyperlink> Refer to Section 3.5.5.9, Initiate Asset/Trust Review Requested Task <insert hyperlink> Refer to Section 3.5.5.16, Initiate Systematic Alien Verification Entitlement (SAVE) Request Task <insert hyperlink> Refer to Section 3.5.5.17, Initiate Resource Assessment Request Task <insert hyperlink> Refer to Section 3.5.5.18, Initiate ACS Policy Request Task <insert hyperlink>
20	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the application processing (following guidelines for entering information into CLRC, refer to Section 4.4, Documentation Guidelines <insert hyperlink>).
21	Click *Home* from the left Navigation bar. The WFMS displays the Case Home page.

Step	Process New Application with Active Case/Member – [Program(s) Applied For]
22	Click *Data Collection Checklist* from the left Navigation bar. ○ Phone Numbers ● **Data Collection Checklist** ○ Correspondence The WFMS displays the Data Collection Checklist page.
23	On the Data Collection Checklist, certify the following items as complete. **Data Collection Checklist** James Smith - 60000001 Read Previous Checklist Read Current Checklist Create Checklist **Checklist Details** Type: Data Collection Checklist Status: In Progress **Application/Redetermination Data Collection Checklist for:** | Action	Categroy	Sequence	Payee	Status
---	---	---	---	---
☐	Medicaid for the Aged	01	John Smith	Pending
☐	Food Stamps	01	James Smith	Pending
☐	Hoosier Healthwise for Children under Age One	01	John Smith	Pending
☐	TANF based on Absence of Parent	01	James Smith	Pending	 **Checklist Items** Complete N/A Checklist Items ☐ ☐ Application data and any default values reconciled/updated in ICES ☐ ☐ Required Data Broker request submitted ☐ ☐ Data Collection interview completed (N/A for HHW Only) **Check Complete or N/A for all items each time Checklist is completed, unless Overriding Checklist** ☐ ☐ Data Broker information reconciled ☐ ☐ For Adult cases, if asset trust present, Asset Trust task initiated ☐ ☐ For Disability cases, Social Summary completed (Form 251B) ☐ ☐ Asset Trust Review completed ☐ Search performed for all outstanding tasks and completed as appropriate ☐ ☐ Search completed for all outstanding verifications and information processed for any verifications found ☐ ☐ Required verifications evaluated for completeness for AGs ready for State review and eligibility ☐ Case recording entered in ICES for data collection activities completed ☐ ☐ FIAT Authorization Needed Click *Save*. The WFMS displays the Data Collection Checklist.

Step	Process New Application with Active Case/Member – [Program(s) Applied For]
24	Click *Home* in the upper right corner. The WFMS displays the User Home page.
25	Click the Task ID for the Process New Application with Active Case/Member – [Program(s) Applied For] task with a Reserved Status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
26	Under the Options cluster, click *Close Task*.
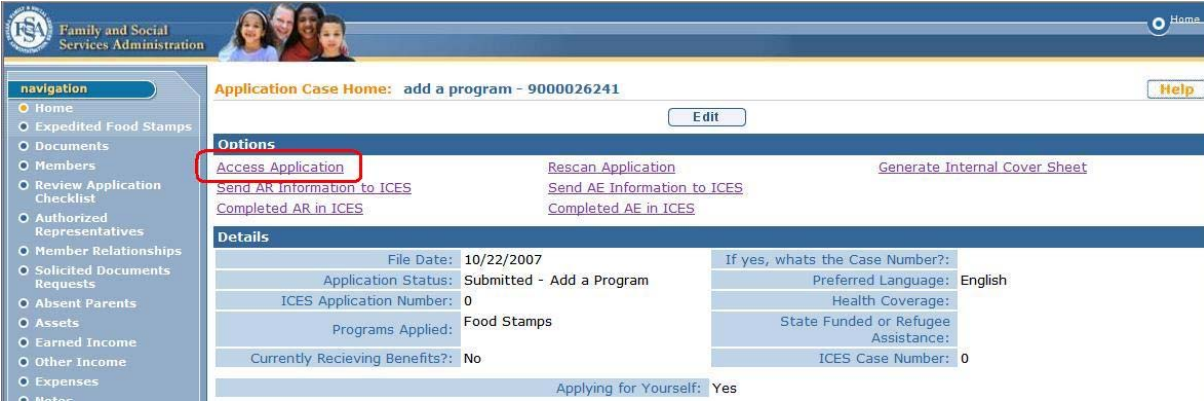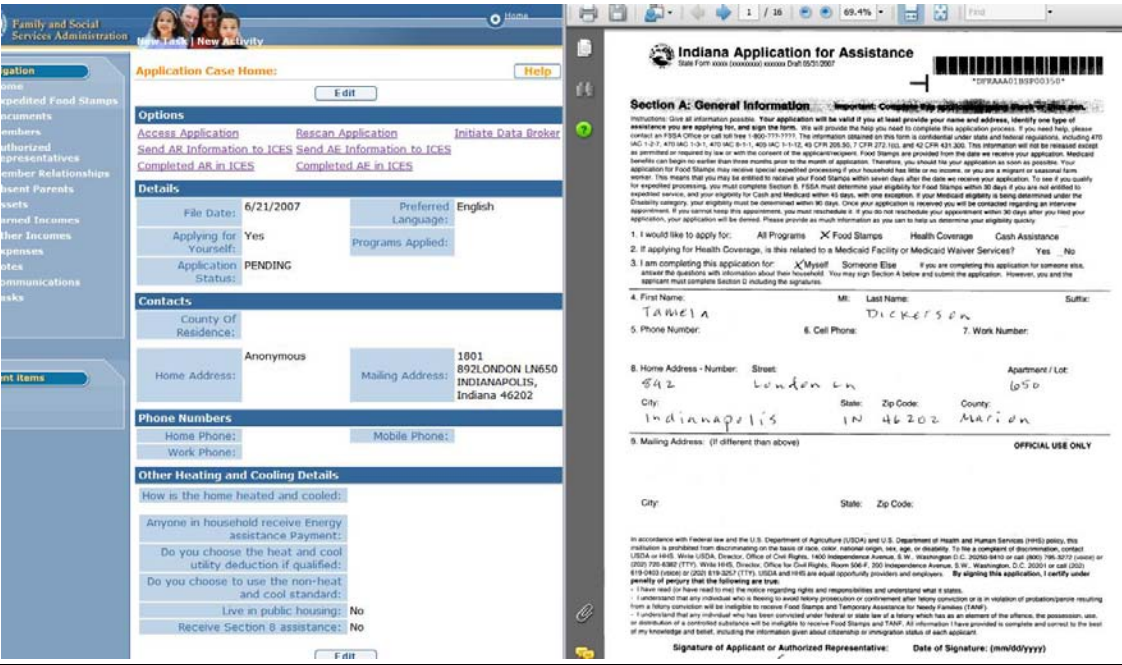
3.5.4.9   Add a New Program [Program(s) Applied For]

Note: If an application is received for Food Stamps, TANF, or another Medicaid program for an individual who is currently receiving MA 4 or MA 8 then the application needs to be treated as a NEW application and not an ADD-ON application. Please refer to Section 3.5.3.11 Create an Application case <insert hyperlink> and complete using those instructions. Do not treat as an Add a Program Application.
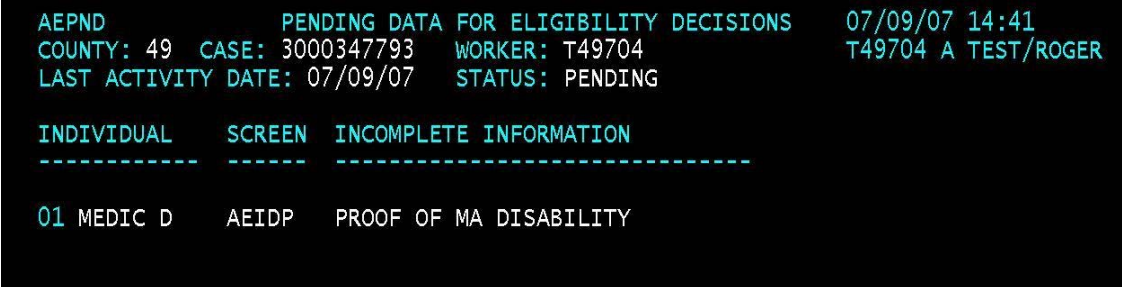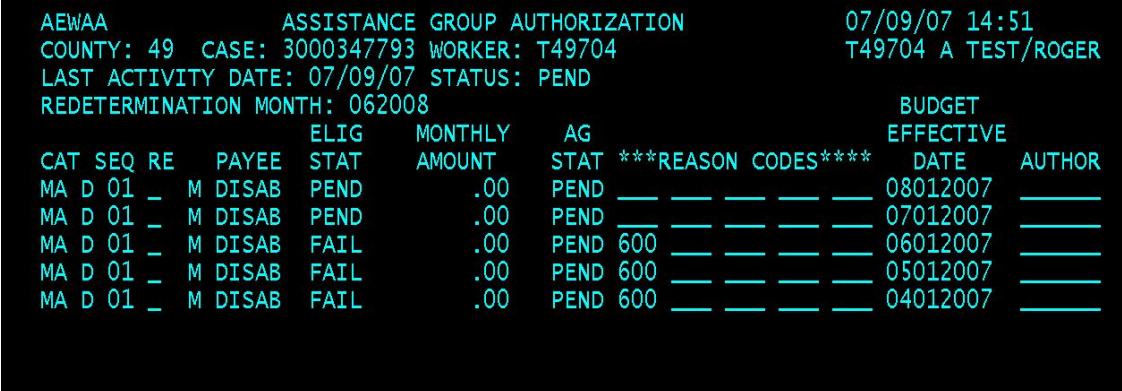
Step	Add a New Program [Program(s) Applied For]

Step	Add a New Program [Program(s) Applied For]
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.

Step	Add a New Program [Program(s) Applied For]
2.	View the Subject and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Application Case Home page.

Step	Add a New Program [Program(s) Applied For]
4.	From the Application Case Home page, under the Options cluster, click *Access Application* to access an image of the scanned application. An image of the application opens in a separate window; leave this window open in order to complete the Add a New Program [Program(s) Applied For] task.
5.	Navigate to ICES. Enter TRAN: AEREV; PARMS: ICES Case Number. NEXT TRAN: AEREV___ PARMS: 3000337737_

Step	Add a New Program [Program(s) Applied For]
6.	On ICES screen AEICP, enter 'Y' for each program requested on the application. ``` AEICP CHOICE OF PROGRAMS 07/09/07 14:59 COUNTY: 49 CASE : 3000347793 WORKER: T49704 T49704 A TEST/ROGER LAST ACTIVITY DATE: 07/09/07 STATUS: PEND ALL LISTED INDIVIDUALS APPLY FOR CASH, MEDICAL, FS: _ INDIVIDUAL CASH,MEDICAL,FS CASH MEDICAL FS MA ENROLL 1 MEDIC D _ N Y Y N ```
7.	Complete all applicable ICES screens using information contained in the WFMS and on the application. Be sure to enter the new application file date on AEFPY for the new program(s) requested. Identify missing or incomplete information in ICES with question marks.
8.	Run AEABC in ICES. On ICES screen AECES, review all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy. ``` AECES CASE ELIGIBILITY SUMMARY 12/17/07 15:10 COUNTY: 27 CASE: 3000381743 WORKER: T49704 A TEST/ROGER LAST ACTIVITY DATE: 10/15/07 STATUS: PENDING ***NON*** ********* FINANCIAL ********** AG AG FINANCIAL ****RESOURCE**** BEN MONTH SPENDDOWN S CAT SEQ ST PAYEE RS I V Q RS V Q EXCESS RS V Q MONTH BENFT LIABILITY a ADCR 01 PE S GRANT PD N I I PS C C PS C C 11/07 288 a FS 01 PE S GRANT PD N I I PS C C PS C C 11/07 426 a MA C 01 PE S GRANT PD N I C PS C C PS C C 11/07 0 PF22: AECIS NEXT TRAN: _____ PARMS: _____ ```

Step	Add a New Program [Program(s) Applied For]
9.	Review ICES screen AEPND to evaluate missing information and/or verification(s). ``` AEPND PENDING DATA FOR ELIGIBILITY DECISIONS 07/09/07 14:41 COUNTY: 49 CASE: 3000347793 WORKER: T49704 T49704 A TEST/ROGER LAST ACTIVITY DATE: 07/09/07 STATUS: PENDING INDIVIDUAL SCREEN INCOMPLETE INFORMATION ------------ ------ -------------------------------- 01 MEDIC D AEIDP PROOF OF MA DISABILITY ```
10.	Review ICES screen AEWAA. Evaluate the reason codes for potential eligibility. If reason code 311 displays on AEWAA, investigate the applicant's eligibility status to determine whether the individual is already receiving benefits in another active case or if the application should continue to be processed for another category in accordance with policy. ``` AEWAA ASSISTANCE GROUP AUTHORIZATION 07/09/07 14:51 COUNTY: 49 CASE: 3000347793 WORKER: T49704 T49704 A TEST/ROGER LAST ACTIVITY DATE: 07/09/07 STATUS: PEND REDETERMINATION MONTH: 062008 BUDGET ELIG MONTHLY AG EFFECTIVE CAT SEQ RE PAYEE STAT AMOUNT STAT ***REASON CODES**** DATE AUTHOR MA D 01 _ M DISAB PEND .00 PEND __ __ __ __ __ 08012007 _____ MA D 01 _ M DISAB PEND .00 PEND __ __ __ __ __ 07012007 _____ MA D 01 _ M DISAB FAIL .00 PEND 600 __ __ __ __ 06012007 _____ MA D 01 _ M DISAB FAIL .00 PEND 600 __ __ __ __ 05012007 _____ MA D 01 _ M DISAB FAIL .00 PEND 600 __ __ __ __ 04012007 _____ ``` A listing of reason codes can be accessed by entering TRAN: RFDI; PARMS: TSRC.
11.	From the Application Case Home page in the WFMS, click *Documents* from the left Navigation bar. navigation O Home O Documents O Programs The WFMS displays the Documents page.

Step	Add a New Program [Program(s) Applied For]
12.	Review all supporting documents submitted with the application to determine if any required verifications have been provided, according to policy. If any supporting documents satisfy verification requirements, navigate to the appropriate ICES screen and enter the appropriate verification code. If you find that the documents do not match anyone in the household go to Step 13. If the documents belong to the case, then skip to Step 21.. Note: Review only the documents that came in with the same Receipt Date as the application was received as there may be documents already in the case from previous processing. If the documents are not in order by Receipt Date then click on the Receipt Date link to reorder the list and the documents with the same receipt date will be indexed together.
13.	If any document does not match a member in an assistance group, then select either *De-link and Search a Case* or *De-link and Search a Person*.
14.	If you selected to *De-Link and Search a Case* then the Search Case page will display. <Insert new GUI when available> If you selected to De-Link and Search a Person then the Search Person page will display. <Insert new GUI when available> Use the same Search methods for searching a case or a person, depending on which option was selected, found in Section 3.11.3.6 Searching for a Case Work Instructions and 3.11.3.5 Searching for a Person Work Instructions <insert hyperlink>.
15.	If the search finds a match to the individual or case related to the document, note the case number or person the document was related to and select Link. Go to Step 16. If no matches are found when searching a case and a person, then select Close. The Document Details page will display. Select *De-Link* and task will automatically be created for WG 8 to process a Non-Indexed Document. Skip to Step 19.
16.	Go to the case to which the document was just linked in WFMS.
17.	From the left navigation on the Case Home Page, select Solicited Documents Requests and verify if any solicited documents requested due date fields are still blank; determine if the document that was just linked to the case satisfies the solicited request. If the solicited documents that were requested were selected as "Other" on the Pending Verification form, then from the left navigation, select Correspondence and review the 2032 to determine what "Other" verification was requested.
18.	If the document that was just linked to the case meets the requirement for any document that was solicited, then select Edit from the Action column next to the Correspondence listed. If the document that was just linked to the case does not meet the requirement for any document that was solicited or no documents were solicited, them go to Step 19
19.	In the Received field, update the date that the document was received and select Save.

Step	Add a New Program [Program(s) Applied For]
20.	Return to the application case that was originally being worked.
21.	If necessary, reference the following sections to create and forward any of the tasks that are necessary for processing the application: See Section 3.5.5.4, Initiate Out-of-State Inquiry Request Task <insert hyperlink> See Section 3.5.5.7, Initiate Front-End Integrity Review Referral Task <insert hyperlink> See Section 3.5.5.8, Initiate Suspected Fraud Referral Task <insert hyperlink> See Section 3.5.5.9, Initiate Asset/Trust Review Requested Task <insert hyperlink> See Section 3.5.5.16, Initiate Systematic Alien Verification Entitlement (SAVE) Request Task <insert hyperlink> See Section 3.5.5.17, Initiate Resource Assessment Request Task <insert hyperlink> See Section 3.5.5.18, Initiate ACS Policy Request Task <insert hyperlink>
22.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the application following guidelines for entering information into CLRC, see Section 4.4, Documentation Guidelines <insert hyperlink>.
23.	Click *Home* from the left Navigation bar. navigation O Home O Expedited Food Stamps O Documents The WFMS displays the Case Home page.
24.	Click *Data Collection Checklist* from the left Navigation bar. O Phone Numbers O Data Collection Checklist O Correspondence The WFMS displays the Data Collection Checklist page.
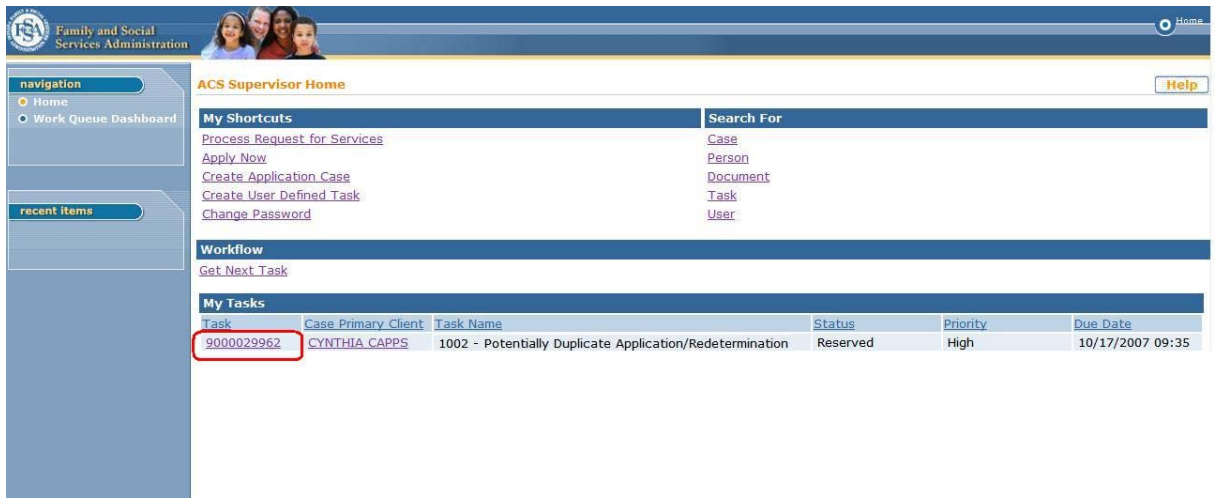
Step	Add a New Program [Program(s) Applied For]
25.	On the Data Collection Checklist, mark the box Complete when the Checklist item is completed. Click *Save*. The WFMS displays the Data Collection Checklist.
26.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
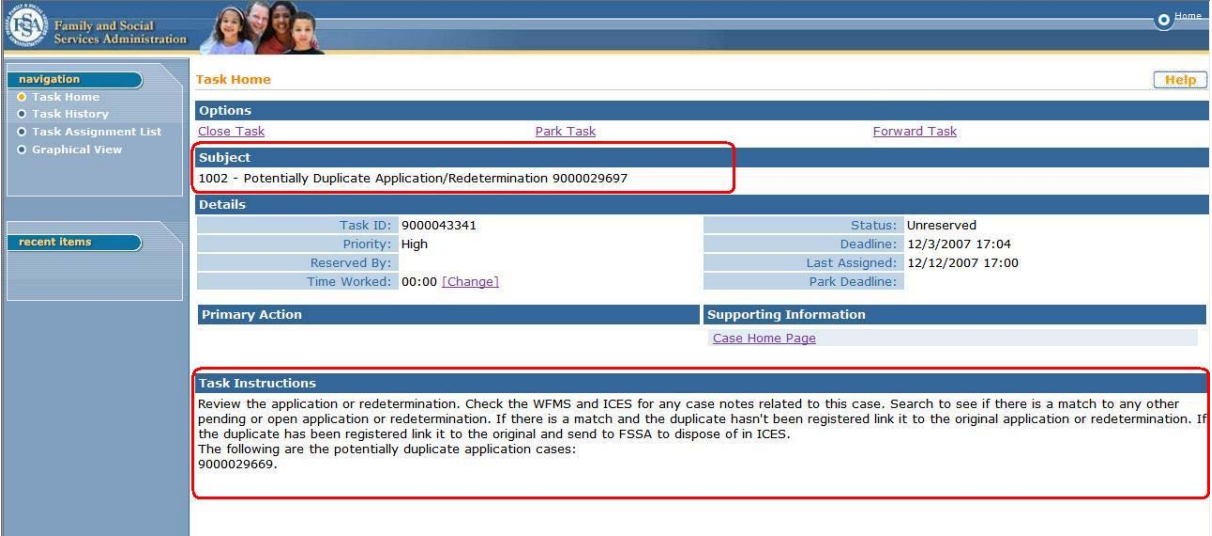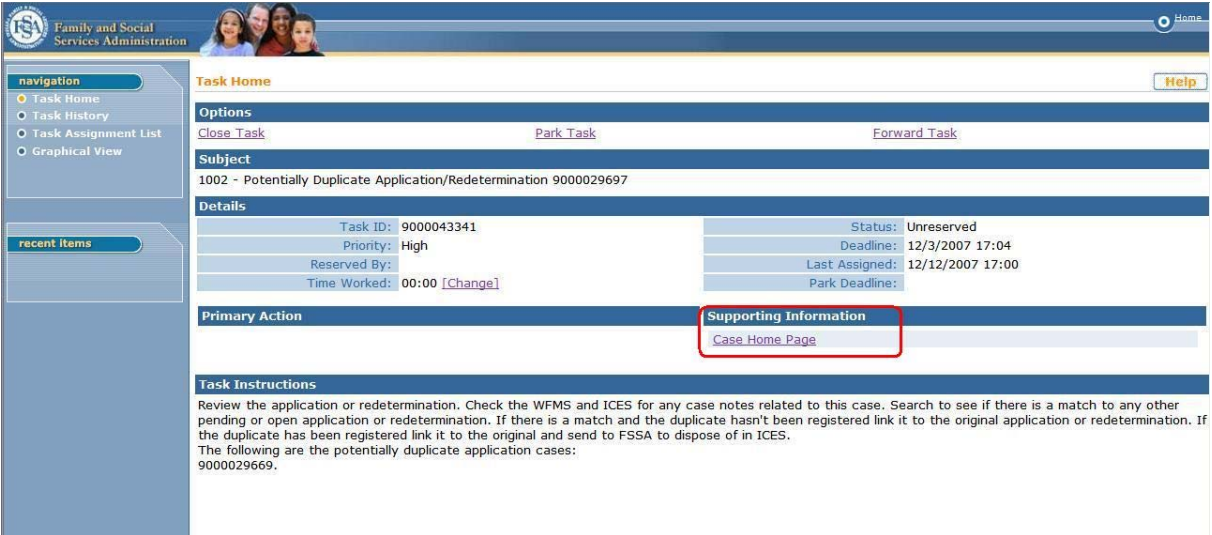
Step	Add a New Program [Program(s) Applied For]
27.	Click the *Task ID* for the Add a New Program [Program(s) Applied For] task with a Reserved Status. The WFMS displays the Task Home.
28.	Under the Options cluster, click *Close Task*. The WFMS displays the Close Task Confirmation page.

Step	Add a New Program [Program(s) Applied For]
29.	Click Yes. The WFMS displays the Task Home with the next task.
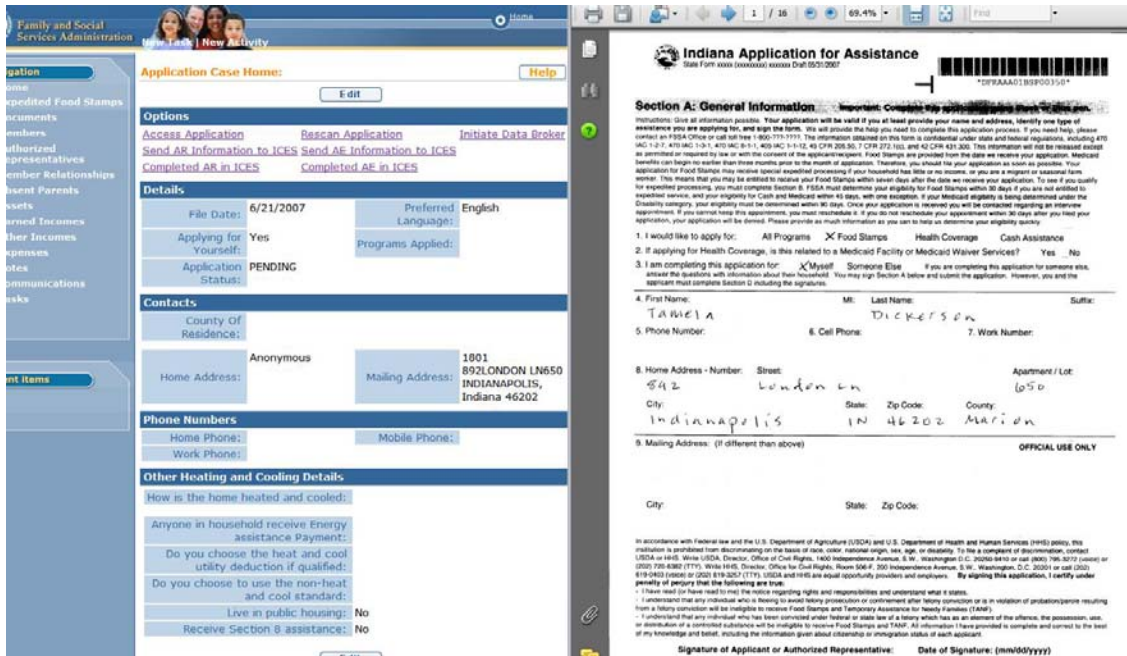
3.5.4.10   Potentially Duplicate Application/Re-determination
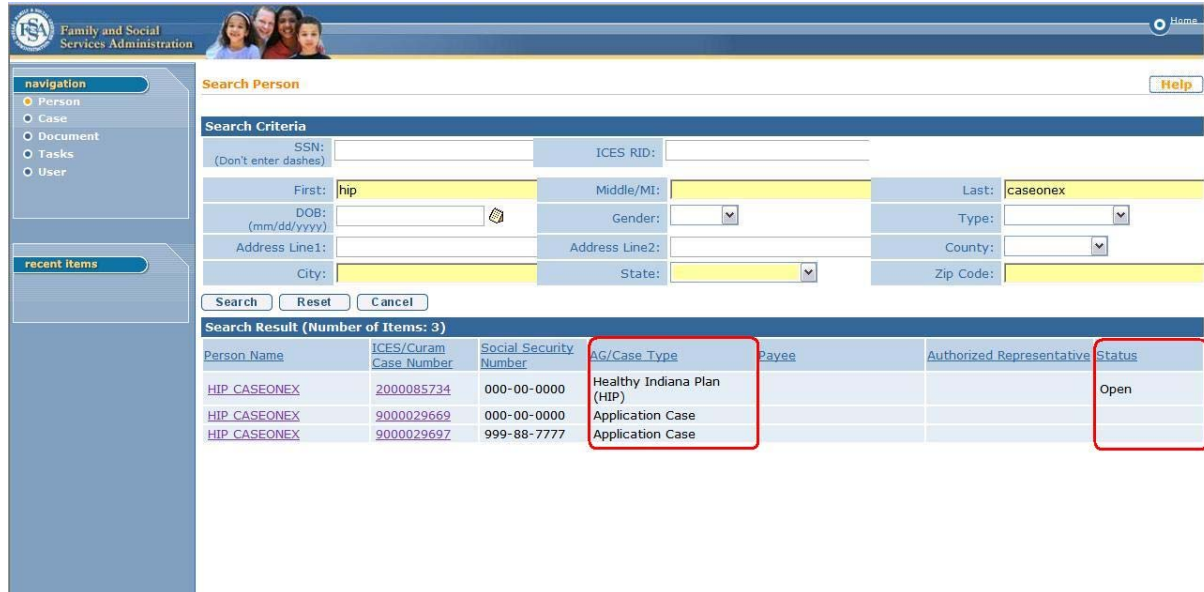
When an application is first received, the WFMS determines whether there is another active or pending application case in the WFMS, and if so, creates a **Potentially Duplicate Application/Re-determination** task that is generated for the Applications queue. A Potentially Duplicate Application/Re-determination task is created for the 2nd application case and contains the 1st application Case Number in the task name. The WFMS searches for active or pending application cases based on primary Client name and DOB. The Eligibility Associate or Eligibility Specialist must determine whether the two applications are exact duplicates, whether an application is for programs already active, or if the potentially duplicate application should be processed as a separate application.
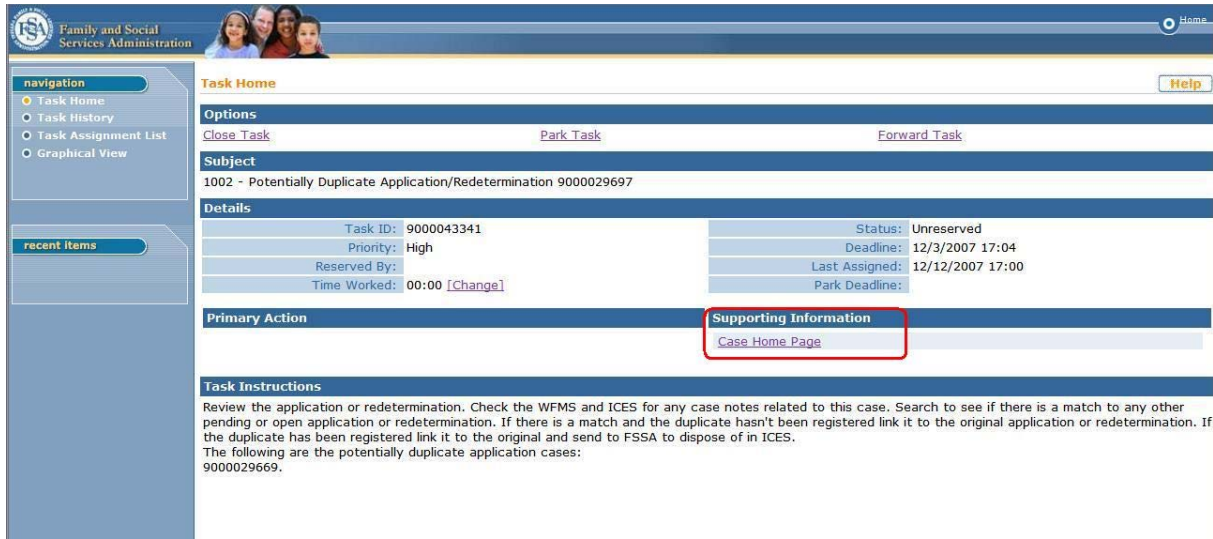
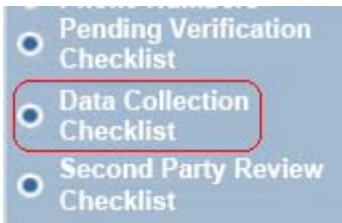| Step	Potentially Duplicate Application/Re-determination
1	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.
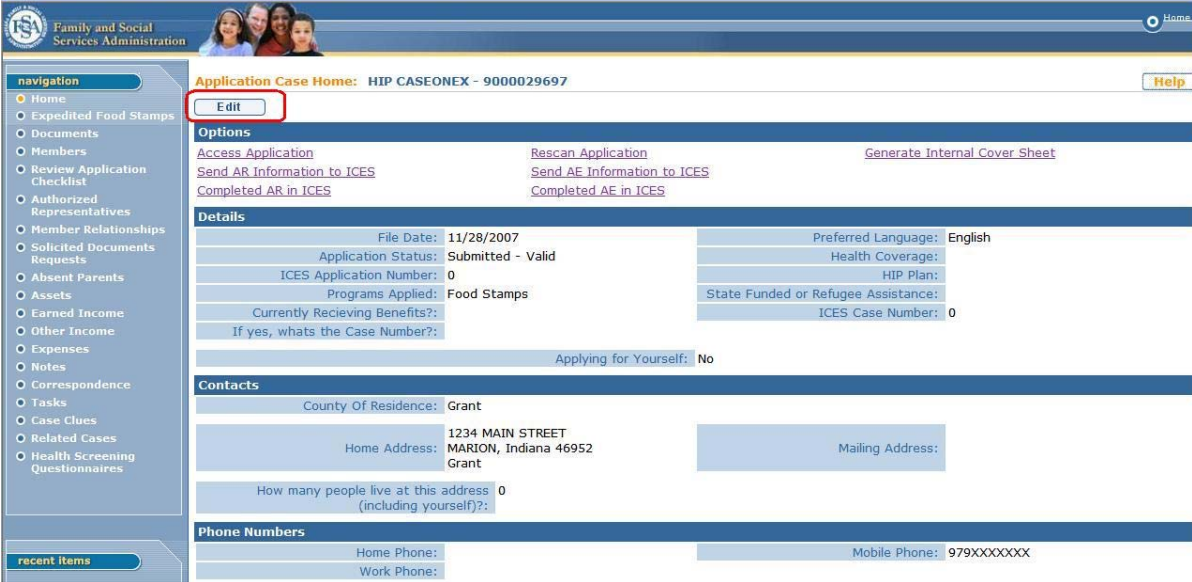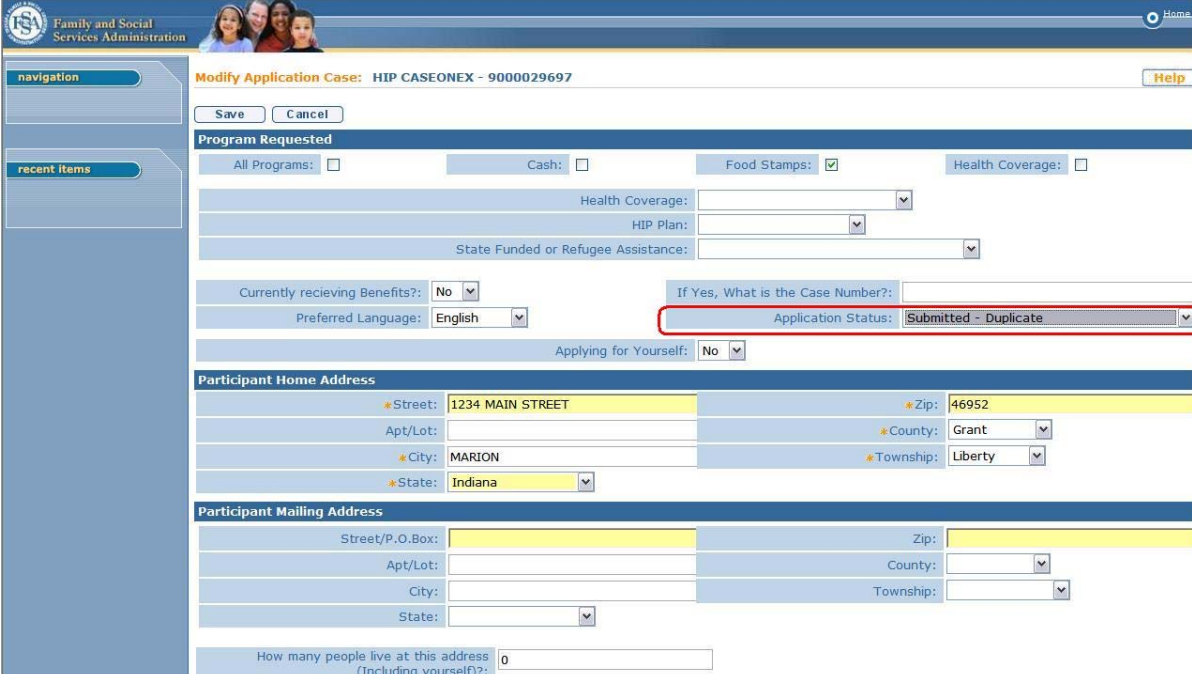
Step	Potentially Duplicate Application/Re-determination
2.	View the Subject and Task Instructions. Task Instructions: Review the application or re-determination. Check the WFMS and ICES for any case notes related to this case. Search to see if there is a match to any other pending or open application or re-determination. If there is a match and the duplicate hasn't been registered, link it to the original application or re-determination. If the duplicate has been registered, link it to the original and send to the State to dispose of in ICES.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Application Case Home page.

Step	Potentially Duplicate Application/Re-determination
4.	Under the Details cluster, review the File Date and Application Status to determine status of application processing thus far.

Step	Potentially Duplicate Application/Re-determination
5.	Under the Options cluster, click *Access Application* to access an image of the scanned application. An image of the application opens in a separate window; leave this window open in order to complete the Potentially Duplicate Application/Re-determination task.
6.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
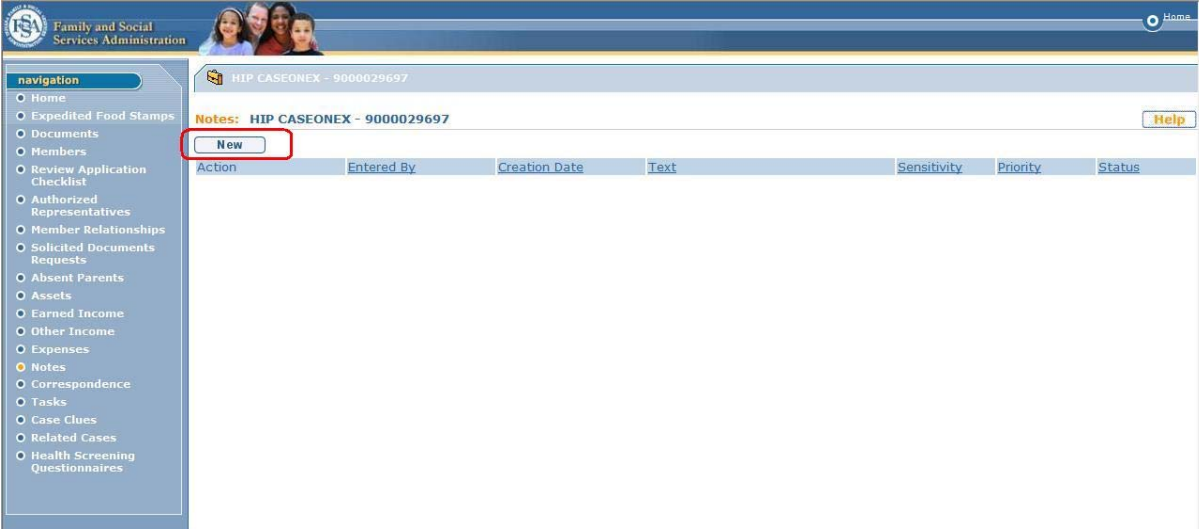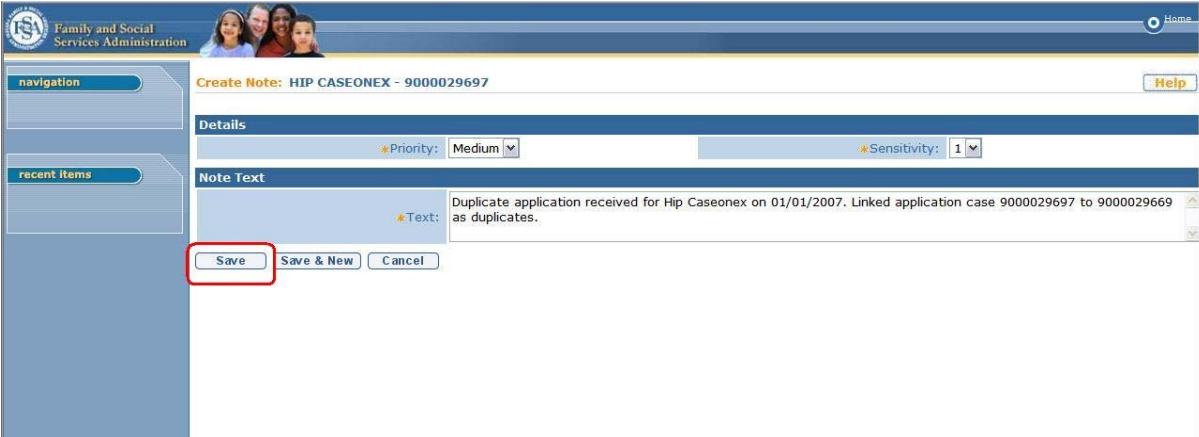
Step	Potentially Duplicate Application/Re-determination
7.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for potentially duplicate applications in the WFMS.
8.	Review the Search Results. Note the AG/Case Type and Status. Research all case matches and compare the data elements contained on the applications to determine if duplicate applications exist. Duplicate applications contain the exact same information (e.g. household members, program request, etc). If duplicate applications exist, continue with Step 9. If the applications contain different data elements and the applications should be processed separately, it is necessary to generate a New Application Ready for Initial Review for this application case. Refer to Section 3.5.5.21, Initiate New Application Ready for Initial Review Task <insert hyperlink>
9.	Determine which valid application contains the earliest file date. This is the application to be processed. Any duplicate applications are to be linked to this application case.
10.	Click Home in the upper right corner. The WFMS displays the User Home page.
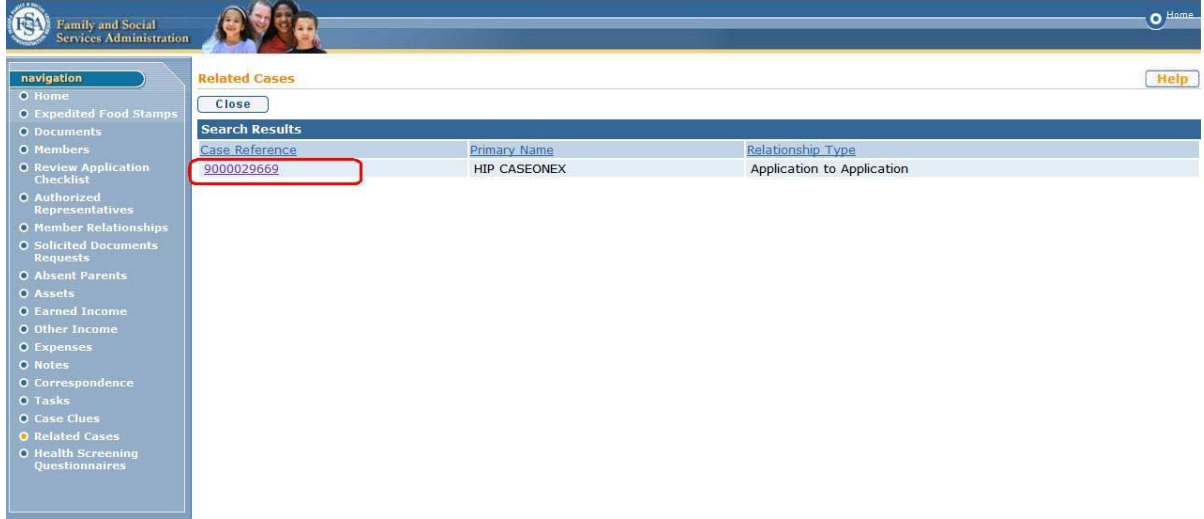
Step	Potentially Duplicate Application/Re-determination
11.	Under the My Tasks cluster, click the *Task ID* for the Potentially Duplicate Application/Re-determination task with a Reserved Status. The WFMS displays the Task Home page.
12.	Under the Supporting Information cluster, click Case Home Page. The WFMS displays the Application Case Home page.

Step	Potentially Duplicate Application/Re-determination
13.	Click *Edit.* The WFMS displays the Modify Application Case page.
14.	Using the drop down box for Application Status, select Submitted – Duplicate.
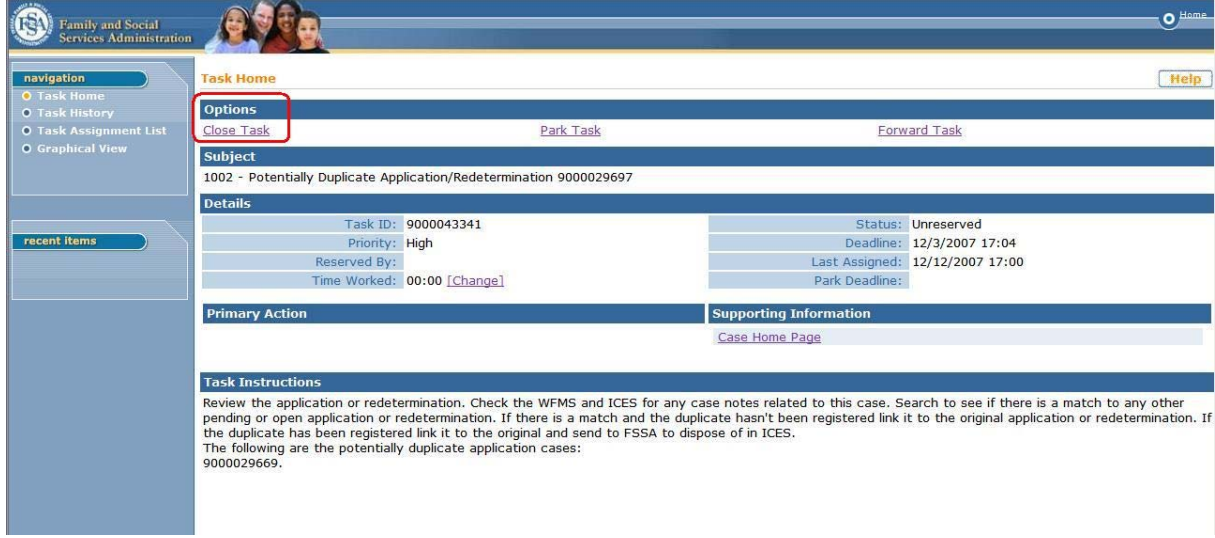
Step	Potentially Duplicate Application/Re-determination
15.	Click Save. The WFMS displays the Related Search Case page.
16.	In the ICES/Curam Case Number field, enter the case number for which this application is a duplicate. Click Search. The WFMS displays Search Results based on the search criteria entered.

Step	Potentially Duplicate Application/Re-determination
17.	Click Select next to the case to link the application cases. The WFMS displays the Application Case Home page with the application status as Submitted – Duplicate.
18.	Click *Notes* from the left Navigation bar. The WFMS displays the Notes page.

Step	Potentially Duplicate Application/Re-determination
19.	Click *New*. The WFMS displays the Create Note page.
20.	Enter notes regarding actions taken; refer to Section 4.4, Documentation Guidelines <insert hyperlink>. Once notes have been entered, click Save. The WFMS displays the Notes page with the newly added note entry.
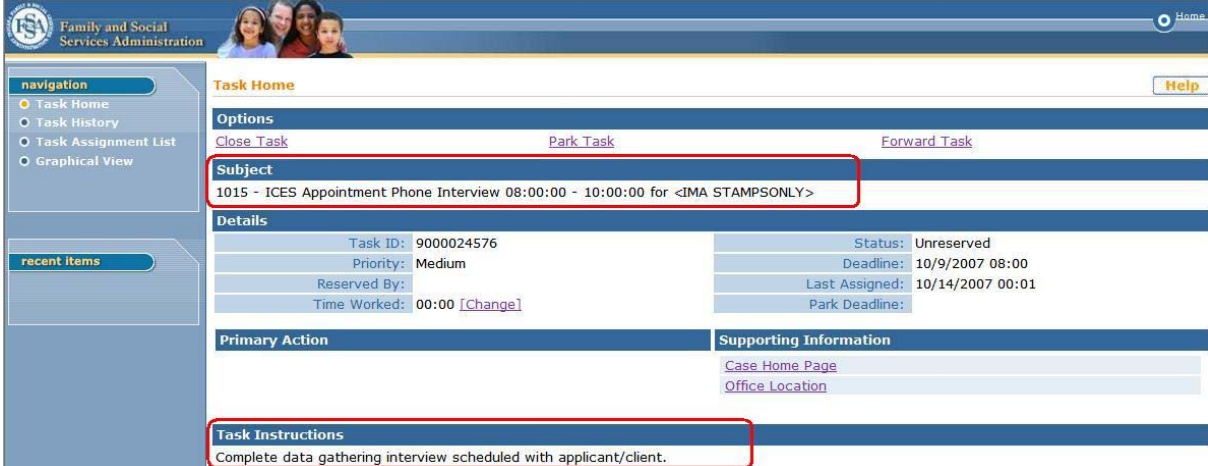
Step	Potentially Duplicate Application/Re-determination
21.	Click Related Cases from the left Navigation bar. The WFMS displays the Related Cases page.
22.	Click on the Case Reference for the Related Case. The WFMS displays the Application Case Home page for the application to be processed.

Step	Potentially Duplicate Application/Re-determination
23.	Click Tasks from the left Navigation bar. The WFMS displays the Tasks page.
24.	Review the tasks associated with the Related case and validate a task exists that allows continued application case processing (either a New Application Ready for Initial Review or a Process New Application task). If no such task exists, refer to Section 3.5.5. Initiate Tasks \<insert hyperlink\> to generate the appropriate task.
25.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
26.	Click the *Task ID* for the Potentially Duplicate Application/Re-determination task with a Reserved Status. The WFMS displays the Task Home page.

Step	Potentially Duplicate Application/Re-determination
27.	Under the Options cluster, click *Close Task*.

The WFMS displays the Task Home with the next task.

3.5.4.11   Phone Interview Scheduled for Initial Application
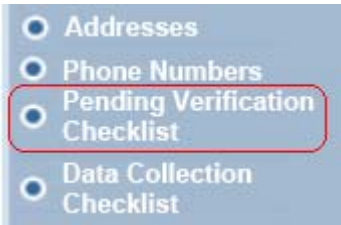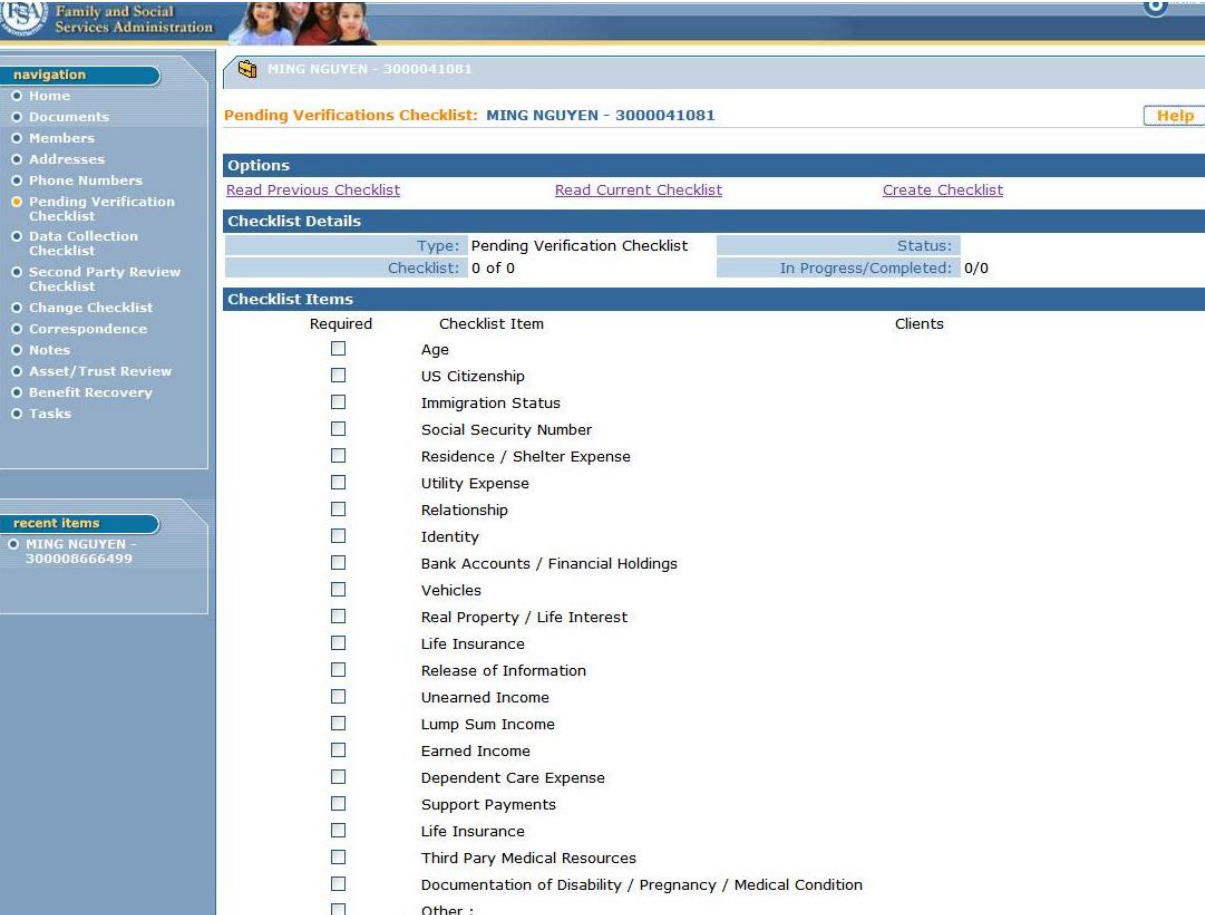
Step	Phone Interview Scheduled for Initial Application
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*.

The WFMS displays the Task Home.

Step	Phone Interview Scheduled for Initial Application
2.	View the Subject and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Application or Case Home page.
4.	Briefly review the information on the Application or Case Home page to familiarize yourself with the application information before completing the data gathering phone interview.

Step	Phone Interview Scheduled for Initial Application
5.	- Using the left Navigation bar links, briefly review and familiarize yourself with the application case. - Click *Documents* from the left Navigation bar. Review any supporting documents received with the application. - Click *Members* from the left Navigation bar. Review the household members. If a member has a birth date of 0101 (month/day), review this date of birth against the member's birth certificate (should that be required for the type of assistance requested) or confirm the accuracy of this information during the data gathering interview. (0101 is a default entry by the call center agent when a caller screens and does not know the date of birth of a household member) - Click *Authorized Representatives* from the left Navigation bar. Note if the applicant has an authorized representative. - Click *Member Relationships* from the left Navigation bar. Review the household member relationships. - Click *Absent Parents* from the left Navigation bar. - Click *Assets* from the left Navigation bar. Review household assets. - Click *Earned Income* from the left Navigation bar. Review household earned income. - Click *Other Income* from the left Navigation bar. Review household other income. - Click *Expenses* from the left Navigation bar. Review household expenses. - Click *Notes* from the left Navigation bar. Review the notes to gain an understanding of the application processing thus far. - Click *Tasks* from the left Navigation bar. Review any outstanding tasks associated with the application case.

Step	Phone Interview Scheduled for Initial Application
6.	From the Case Home page, identify the applicant's phone number and attempt telephone contact (following business rules) for any/all telephone number(s) provided. Refer to Section 4.9, Protocol for Outbound Calls <insert hyperlink>. If the applicant has an authorized representative and has indicated this authorized representative should be interviewed on his/her behalf, attempt telephone contact (following business rules) for any/all telephone number(s) provided for the authorized representative. Refer to Section 4.9, Protocol for Outbound Calls <insert hyperlink>. If unable to contact the applicant and/or authorized representative, refer to Section 3.5.4.11, Unable to Contact Applicant/Authorized Representative for Phone Interview <insert hyperlink>.
7.	Identify yourself as calling on behalf of the State and confirm you are speaking with the applicant before continuing with the data gathering interview. - Inform the applicant that his/her application has been received and a data gathering interview is necessary. - If the person has applied for Food Stamps, provide the following information to the applicant: Before we proceed with this call, I need to advise you that you are required to provide complete and correct information to the best of your knowledge, and failure to do so may lead to penalties for intentionally giving false information or failing to report information. This will be explained in further detail during the second part of your interview with the State worker. So as we collect information for your eligibility determination, please remember to always give accurate and complete information.
8.	Navigate to ICES. Enter TRAN: AEREV; PARMS: ICES Case Number. NEXT TRAN: AEREV___ PARMS: 3000337737_

Step	Phone Interview Scheduled for Initial Application
9.	Complete the data gathering phone interview with the applicant, updating applicable ICES screens during the AEREV Driver Flow. Identify missing or incomplete information in ICES with question marks.
	If MAD is a program request, complete the OMPP 0251B – Determination of Medicaid Disability Social Summary with the applicant. Generate the necessary Thornton Related Solicited Documents after the phone interview is completed.
	DETERMINATION OF MEDICAID DISABILITY SOCIAL SUMMARY State Form 1111 (R9 / 12-05) / OMPP 0251B
10.	Run AEABC in ICES. On ICES screen AECES, review all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy.
| | ```
AECES                    CASE ELIGIBILITY SUMMARY              12/17/07 15:10
COUNTY: 27  CASE: 3000381743   WORKER:                       T49704 A TEST/ROGER
LAST ACTIVITY DATE: 10/15/07   STATUS: PENDING
                        ***NON***              ********* FINANCIAL **********
            AG   AG    FINANCIAL  ****RESOURCE****        BEN  MONTH   SPENDDOWN
  S CAT SEQ ST  PAYEE   RS I V Q  RS V Q    EXCESS RS V Q MONTH BENFT   LIABILITY

  a ADCR 01 PE S GRANT  PD N I I  PS C C           PS C C 11/07   288
  a FS   01 PE S GRANT  PD N I I  PS C C           PS C C 11/07   426
  a MA C 01 PE S GRANT  PD N I C  PS C C           PS C C 11/07     0








                                                              PF22: AECIS
  NEXT TRAN: _____   PARMS: _____
``` |
| 11. | Review ICES screen AEPND to evaluate missing information and/or verification(s). |
| | ```
AEPND              PENDING DATA FOR ELIGIBILITY DECISIONS   07/09/07 14:41
COUNTY: 49  CASE: 3000347793   WORKER: T49704            T49704 A TEST/ROGER
LAST ACTIVITY DATE: 07/09/07   STATUS: PENDING

INDIVIDUAL     SCREEN  INCOMPLETE INFORMATION
-----------    ------  --------------------------------

01 MEDIC D     AEIDP   PROOF OF MA DISABILITY
``` |

Step	Phone Interview Scheduled for Initial Application
12.	Since it a standard practice for all staff to attempt collateral contacts when available and allowed by policy in an effort to avoid pending for the information whenever possible, ask for and document the necessary contact information. If possible, initiate a three-way conference call with the collateral contact and obtain the information during the call. If such a call is not possible or the attempted call is unsuccessful, this documentation could be useful for a follow-up attempt.
13.	Click *Pending Verification Checklist* from the left Navigation bar. The WFMS displays the Pending Verification Checklist.
14.	Mark the appropriate checklist items during the data gathering interview with the applicant.
15.	Once all checklist items have been marked, click *Save*. The WFMS displays the Pending Verification Checklist.

Step	Phone Interview Scheduled for Initial Application
16.	Explain to the applicant and/or authorized representative what pending verifications need to be returned to continue processing the application. Explain that a pending verification request packet will be mailed to him/her with a Document Cover Sheet. The applicant needs to complete the bar-coded Document Cover Sheet, placing it on top of copies of his/her supporting verifications, and return via mail or fax by the due date stated in the letter. Copies should include the name, SSN and Case Number on each document. Remind the applicant to send copies of original documents. Ask the applicant if he/she has any questions. Answer questions as applicable.
17.	If necessary, reference the following sections to create and forward any of the tasks that are necessary for processing the application: Refer to Section 3.5.5.4, Initiate Out-of-State Inquiry Request Task <insert hyperlink> Refer to Section 3.5.5.7, Initiate Front-End Integrity Review Referral Task <insert hyperlink> Refer to Section 3.5.5.8, Initiate Suspected Fraud Referral Task <insert hyperlink> Refer to Section 3.5.5.9, Initiate Asset/Trust Review Requested Task <insert hyperlink> Refer to Section 3.5.5.16, Initiate Systematic Alien Verification Entitlement (SAVE) Request Task <insert hyperlink> Refer to Section 3.5.5.17, Initiate Resource Assessment Request Task <insert hyperlink> Refer to Section 3.5.5.18, Initiate ACS Policy Request Task <insert hyperlink>
18.	If the application program request contains Food Stamps, skip to Section 3.5.4.12, Joint Data Gathering Interview with the State <insert hyperlink>
19.	Click *Correspondence* from the left Navigation bar. The WFMS displays the Correspondence page.
20.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to create pending verification checklist.
21.	Go to CSOWL in ICES to mark the Client has fulfilled the appointment requirement. ✓ Mark a "Y" under Client seen.
22.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the phone interview and any actions taken. Refer to Section 4.4, Documentation Guideline <insert hyperlink>
23.	Click *Data Collection Checklist* from the left Navigation bar. Pending Verification Checklist Data Collection Checklist Second Party Review Checklist The WFMS displays the Data Collection Checklist.

Step	Phone Interview Scheduled for Initial Application
24.	Review the Data Collection Checklist, marking items as appropriate. **Data Collection Checklist** James Smith - **60000001** ? Read Previous Checklist Read Current Checklist Create Checklist **Checklist Details** Type: Data Collection Checklist Status: In Progress **Application/Redetermination Data Collection Checklist for:** 	Action	Categroy	Sequence	Payee	Status
--------	----------	----------	-------	--------
☐	Medicaid for the Aged	01	John Smith	Pending
☐	Food Stamps	01	James Smith	Pending
☐	Hoosier Healthwise for Children under Age One	01	John Smith	Pending
☐	TANF based on Absence of Parent	01	James Smith	Pending | **Checklist Items** | Complete	N/A	Checklist Items
----------	-----	-----------------
☐	☐	Application data and any default values reconciled/updated in ICES
☐	☐	Required Data Broker request submitted
☐	☐	Data Collection interview completed (N/A for HHW Only)	 **Check Complete or N/A for all items each time Checklist is completed, unless Overriding Checklist**
25.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
26.	Click the *Task ID* for Phone Interview Scheduled with a Reserved Status. The WFMS displays the Task Home.

Step	Phone Interview Scheduled for Initial Application
27.	Under the Options cluster, click *Close Task*. **Family and Social Services Administration** ⬤ Home **Task Home** ❓ navigation Options ⬤ Task Home **Close Task**　　　　　　　**Park Task**　　　　　　　**Forward Task**

3.5.4.12 Unable to Contact Applicant/Authorized Representative for Phone Interview

If unable to contact an applicant/authorized representative for a scheduled phone interview, the task must be parked and a 2nd attempt must be made within the designated phone interview appointment time block.

Step	Unable to Contact Applicant/Authorized Representative for Phone Interview
1.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
2.	Click the *Task ID* for Phone Interview Scheduled with a Reserved Status. The WFMS displays the Task Home.
3.	Click *Park Task*. The WFMS displays the Park Task page.

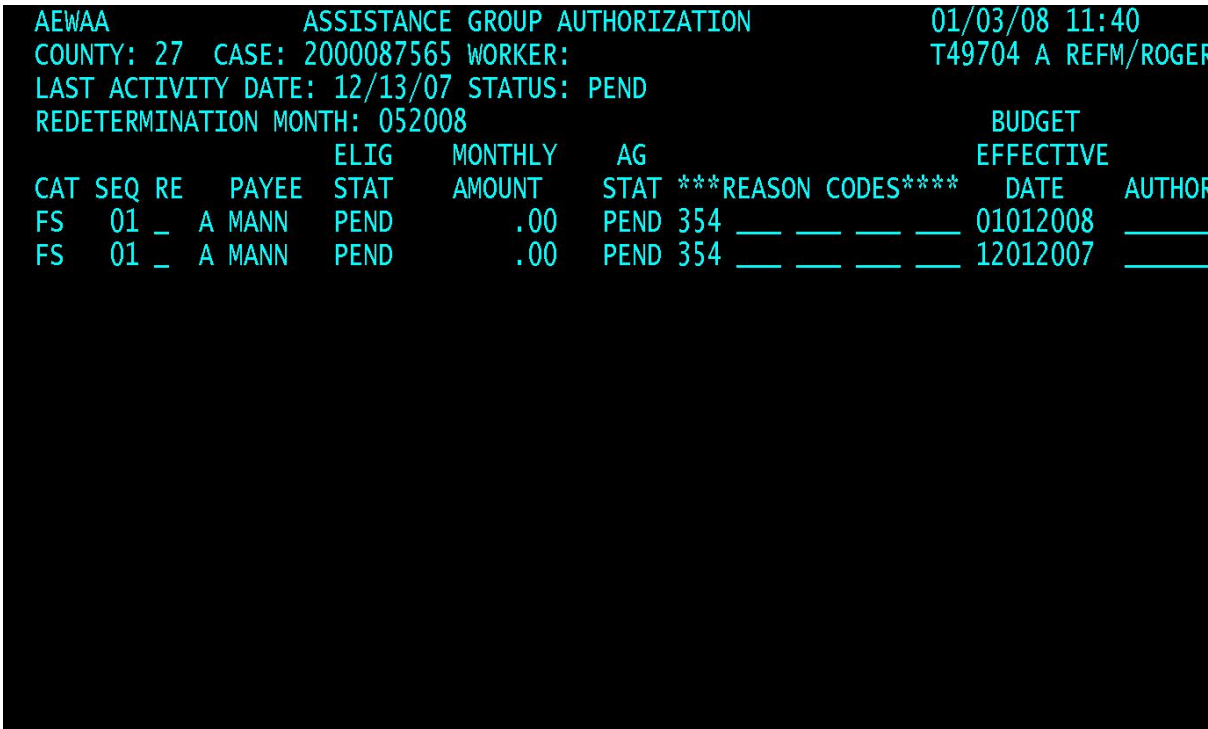| Step	Unable to Contact Applicant/Authorized Representative for Phone Interview
4.	Enter the Park Deadline Date.
5.	Enter comments in the comments box detailing the reason for parking the task.
6.	Click *Save*. The WFMS updates the status of the task to "Parked" and displays the User Home page.
7.	Within the designated appointment time block, retrieve the parked task and attempt at least 1 more telephone contact at least 10 minutes after the first attempt.
8.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number. Enter case notes regarding attempted telephone contact. Include telephone number(s) attempted, time of attempt, and whether or not attempt is successful. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
9.	Click *Home* in the upper right corner. The WFMS displays the User Home page.

Step	Unable to Contact Applicant/Authorized Representative for Phone Interview
10.	Click the Task ID for Phone Interview Scheduled with a Reserved Status. The WFMS displays the Task Home.
11.	Under the Options cluster, click *Close Task*.

3.5.4.13   Joint Data Gathering Interview with the State

When the application involves Food Stamps, the phone interview is a joint process. The Eligibility Specialist initiates the phone call to the Client during the designated time block. At the end of the data gathering portion, the call is transferred to a State Eligibility Consultant to complete the certification portion.

Step	Joint Data Gathering Interview with the State

Step	Joint Data Gathering Interview with the State
1.	Click *Tasks* from the left Navigation bar. ○ Expenses ○ Notes ○ Communications ◉ Tasks The WFMS displays the Tasks Home page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'Phone Interview Pending.' Select ACS Policy Request Select ACS Policy Response Select Spend-down Liability Correction Needed Select Returned by State Select Phone Interview Pending Select Process MA B/D Application Select Process MA D Application - Accelerated Select Response to Complainant Required The WFMS creates and forwards the Phone Interview Pending task to the SEC Phone Interview queue.
4.	Ask the Client to hold while you transfer the call to the next available State Eligibility Consultant. Refer to Section 4.20, Call Transfer Procedures – Service Center to FSSA <insert hyperlink>
5.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the phone interview and any actions taken. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
6.	Click *Data Collection Checklist* from the left Navigation bar. ○ Pending Verification Checklist ○ Data Collection Checklist ○ Second Party Review Checklist The WFMS displays the Data Collection Checklist.

Step	Joint Data Gathering Interview with the State
7.	Review the Data Collection Checklist, marking items as appropriate.
8.	Click the *Task ID* for Phone Interview Scheduled with a Reserved Status. The WFMS displays the Task Home.

Step	Joint Data Gathering Interview with the State
9.	Under the Options cluster, click *Close Task*.

3.5.4.14 Delayed Data Broker Results Ready for Review

Most Data Broker results are displayed immediately; however for a few items, the results may be delayed as much as 36 hours (e.g. certain types of property searches). Delayed Data Broker results must be reviewed and reconciled with case information.

Step	Delayed Data Broker Results Ready for Review
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Complete a review of additional Data Broker results received and reconcile data.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	INSERT PROCESS OF REVIEWING AND RECONCILING DATA BROKER RESULTS – BASED UPON DATA BROKER DESIGN.

Step	Delayed Data Broker Results Ready for Review
5.	Compare the additional Data Broker results with the application and/or case information, existing documentation (including supporting documents and case notes) and the initial pending notice (if applicable). If any new discrepancies are identified, continue with Step 6. If Data Broker results do not identify any new discrepancies, skip to Step 8.
6.	Attempt to contact the applicant via telephone (following business rules for telephone contact in Section 4.9 Protocol for Outbound Calls <insert hyperlink>) to complete data gathering inquiry for new information. If discrepancies have been reconciled by talking with the applicant and no new information and/or verification needs to be returned, skip to Step 8.
7.	If discrepancies cannot be reconciled by talking with the applicant or if the applicant cannot be reached by telephone, Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send FI 2032 – Pending Verifications for Applicants/Recipients requesting verification and/or documentation of new information according to policy.
8.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the outcome of attempted telephone contact with the applicant and any verification and/or documentation requested (if applicable).
9.	Click *Data Collection Checklist* from the left Navigation bar. ○ Phone Numbers ● Data Collection Checklist ○ Correspondence The WFMS displays the Data Collection Checklist page.
10.	Under the Check List Items cluster, mark the box Complete for the Data Broker information reconciled. If this is the last check list item pending and no additional information/verifications are outstanding, also certify the checklist as complete by marking the box Complete for the Checklist is complete.
11.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
12.	Click the *Task ID* for the Delayed Data Broker Results Ready for Review with a Reserved Status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
13.	Under the Options cluster, click *Close Task*. Family and Social Services Administration ○Home Task Home navigation ● Task Home Options Close Task Park Task Forward Task

3.5.4.15 Threshold Approaching – Checklist Incomplete

The Threshold Approaching – Checklist Incomplete task is generated at the assistance group (AG) level 5 business days before the final threshold date associated with the application. This task allows ACS to review the case before the case is auto-swept to an SEC for State Review and Eligibility Determination. Example: an application is received on 01/01/2008 for Hoosier Healthwise. The final threshold date for Hoosier Healthwise is file date + 45 days (02/15/2008). Therefore, the Threshold Approaching – Checklist Incomplete task is generated 5 business days before 02/15/08 for the Hoosier Healthwise assistance group.

Review the case to determine if the applicant has complied with eligibility requirements (in accordance with policy). Determine if the case is ready to be sent to an SEC for State Review and Eligibility Determination. Working this task involves reviewing the status of case processing, searching the Non-Indexed Document repository to determine if the applicant submitted her information, but it has not been indexed to the case and taking any appropriate action for the assistance group (AG) level.

Step	Threshold Approaching – Checklist Incomplete
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home page.

Step	Threshold Approaching – Checklist Incomplete
2.	View the Subject and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. If the Application Case Home page displays, Refer to Section 3.5.4.15.1, Threshold Approaching – Checklist Incomplete – Application Case <insert hyperlink>. If the Standard Case Home page displays, Refer to Section 3.5.4.15.2, Threshold Approaching – Checklist Incomplete – Standard Case <insert hyperlink>.

3.5.4.15.1   Threshold Approaching – Checklist Incomplete – Application Case

If a Threshold Approaching – Checklist Incomplete task is generated at the application case level, it is necessary to first determine if a standard case exists. If a standard case exists, all case processing is to occur at the standard case level. If no standard case exists, all case processing is to occur at the application case level.

Step	Threshold Approaching – Checklist Incomplete – Application Case
1.	Under the Details cluster, review the Application Status. If the application status is AE Complete, click Related Cases from the left Navigation bar. Click on the Case Reference from the left Navigation bar to access the Standard Case hyperlink. Refer to Section 3.5.4.15.2 – Threshold Approaching – Checklist Incomplete – Standard Case.
2.	Click Notes from the left Navigation bar. Review the notes entered for the application case to determine action taken on the case.

Step	Threshold Approaching – Checklist Incomplete – Application Case
3.	Click Tasks from the left Navigation bar. The WFMS displays the Tasks page.
4.	Review the task history for the application case to determine the status of application processing. **Note**: All tasks display on the Tasks page. Tasks with a deadline are unreserved tasks and have not yet been completed.
5.	Determine if an interview has been scheduled by navigating to ICES and entering: TRAN: CSAH; PARMS: ICES Application Number. If the application is an Add a Program, enter the ICES case number in the PARMS. NEXT TRAN: CSAH____ PARMS: 3000382451____ ICES displays the Client Scheduling Appointment History Display screen. CSAH CLIENT SCHEDULING 01/03/08 10:28 APPOINTMENT HISTORY DISPLAY T49704 A TEST/ROGE IDENTIFIER: 3000382451 OFFICE I B SN DEL DATE TIME LOC AC M S WORKER FIRST NAME LAST NAME N 10/16/07 0900 27000 01 P JASON SIXTHA

Step	Threshold Approaching – Checklist Incomplete – Application Case
6.	If an interview has been scheduled, determine if the applicant has completed a Data Collection (and required State) interview. If the applicant has not completed the interview, it is necessary to override the Review Application Checklist. Continue with Step 7. If an interview has not been scheduled, attempt to contact the applicant via telephone (following business rules for telephone contact in Section 4.9 Protocol for Outbound Calls <insert hyperlink>) to schedule an interview appointment. If unable to contact the applicant, schedule an interview and refer to Section 3.11.4, Sending Notices <insert hyperlink> to send an FI 007 – Notice of Interview/Appointment.
7.	Click Review Application Checklist from the left Navigation bar. The WFMS displays the Review Application Checklist.

Step	Threshold Approaching – Checklist Incomplete – Application Case
8.	Under the Override Checklist cluster, mark the 'Other – comments required box'. Enter comments describing the reason for overriding the checklist. Once comments have been entered, click Save. The WFMS generates a State Review and Eligibility Determination task for the FSSA Application queue and displays the Review Application Checklist with the Checklist status as Complete.
9.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number. Enter notes detailing the reason(s) for overriding the Review Application Checklist. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
10.	Click Home in the upper right corner. The WFMS displays the User Home page.

Step	Threshold Approaching – Checklist Incomplete – Application Case
11.	Click on the Task ID for the Threshold Approaching – Checklist Incomplete task with a Reserved status. The WFMS displays the Task Home page.
12.	Under the Options cluster, click Close Task. The WFMS displays the Close Task page.

Step	Threshold Approaching – Checklist Incomplete – Application Case
13.	Click Yes. The WFMS displays the Task Home with the next task.

3.5.4.15.2 Threshold Approaching – Checklist Incomplete – Standard Case

Step	Threshold Approaching – Checklist Incomplete – Standard Case

Step	Threshold Approaching – Checklist Incomplete – Standard Case
1.	Under the Assistance Groups cluster, review the status of the AGs.

Navigate to ICES. Enter TRAN: AEWAA; PARMS: Case Number. The case number can be found at the top of the Case Home page.

ICES displays the Assistance Group Authorization screen.

Step	Threshold Approaching – Checklist Incomplete – Standard Case
2.	Review the status of the assistance group on AEWAA to determine case processing. If the assistance group has been authorized, skip to Step 17.
| | ```
AEWAA           ASSISTANCE GROUP AUTHORIZATION          01/03/08 11:40
COUNTY: 27  CASE: 2000087565 WORKER:                    T49704 A REFM/ROGER
LAST ACTIVITY DATE: 12/13/07 STATUS: PEND
REDETERMINATION MONTH: 052008                           BUDGET
                        ELIG    MONTHLY    AG                  EFFECTIVE
CAT SEQ RE   PAYEE STAT  AMOUNT     STAT ***REASON CODES****   DATE      AUTHOR
FS   01 _  A MANN   PEND        .00  PEND 354 ___ ___ ___ ___ 01012008  _____
FS   01 _  A MANN   PEND        .00  PEND 354 ___ ___ ___ ___ 12012007  _____
``` |
| 3. | Review ICES CLRC notes by entering TRAN: CLRC; PARMS: ICES Case Number/MM/DD/YYYY. |
| | ```
NEXT TRAN: CLRC____  PARMS: 2000087565/01032008_____
``` |
4.	Click Solicited Documents Requests from the left Navigation bar.
	The WFMS displays the Solicited Documents Requests page.
5.	Review the Solicited Documents Requests. Evaluate solicited documents requests to determine if required verifications have been submitted. Section 3.11.5, Process Solicited Documents <insert hyperlink>.
	If the case is ready for State Review and Eligibility Determination (in accordance with policy), update fields in ICES and complete the Data Collection Checklist to generate a State Review and Eligibility Determination task for the FSSA Application queue. If required verifications remain outstanding, continue with Step 6.
6.	Click Documents from the left Navigation bar.
	The WFMS displays the Documents page.

Step	Threshold Approaching – Checklist Incomplete – Standard Case
7.	Review the Documents indexed to the case to determine if the documents have been indexed to the case, but not yet processed. Process any documents indexed, but not yet processed. If all documents indexed to the case have already been processed, it is necessary to search the non-indexed documents for documents that may have been submitted, but not indexed to the case.
8.	Click Search Non-Indexed Documents. The WFMS displays the Document Search page.
9.	Under the Search Criteria cluster, enter details regarding the outstanding solicited document (e.g. Social Security Number, Client Name (first, last), etc.). Refer to Section 3.11.3, Search <insert hyperlink>.
10.	Once all document details have been entered, click Save. The WFMS displays the Search Results based on Search Criteria entered.
11.	Review the documents in the Search Results.
12.	If Solicited documents are not found, it is necessary to override the checklist. Click Data Collection Checklist from the left Navigation bar. The WFMS displays the Data Collection Checklist.
13.	Under the Override Checklist cluster, mark the box 'Applicant failed to complete required interview or return required verification.'
14.	Enter comments describing all activities completed (i.e. determined interview was completed, searched non-indexed documents, etc).
15.	Once all comments have been entered, click Save. The WFMS displays the status of the Checklist as Completed and generates a State Review and Eligibility Determination task for the FSSA Application queue. Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether any additional action is required to send a task to the State.
16.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter notes detailing the reason(s) for overriding the Data Collection Checklist. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
17.	Click Home in the upper right corner. The WFMS displays the User Home page.

Step	Threshold Approaching – Checklist Incomplete – Standard Case
18.	Click on the Task ID for the Threshold Approaching – Checklist Incomplete task with a Reserved status. The WFMS displays the Task Home page.
19.	Under the Options cluster, click Close Task. The WFMS displays the Close Task page.

Step	Threshold Approaching – Checklist Incomplete – Standard Case
20.	Click Yes.
	The WFMS displays the Task Home with the next task.

3.5.4.16   Review Food Stamps Application Approaching 31st Day Deadline

Step	Review Food Stamps Application Approaching 31st Day Deadline
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*.
	The WFMS displays the Task Home.
2.	View the Subject and Task Instructions.
	Task Instructions: Review case notes, determine if an interview was conducted. If no interview was conducted send to State Eligibility Consultant to review for eligibility determination. If an interview was scheduled and information is still pending send updated Pending Verification Notice and Food Stamps Notice of Action (60 day notice) notice to Client giving them 30 more days to submit the missing verifications needed to complete the case.
3.	Under the Supporting Information cluster, click *Case Home page*.
	The WFMS displays the Application or Case Home page.

Step	Review Food Stamps Application Approaching 31st Day Deadline
4.	Review ICES CLRC notes by entering TRAN: CLRC; PARMS: ICES Case Number/MM/DD/YYYY. If an ICES case does not exist, review notes in WFMS by clicking Notes from the left Navigation bar. **NEXT TRAN: CLRC____ PARMS: 2000087565/01032008_____**
5.	Review any notes entered for the application to determine if an interview has been conducted with an SEC. If an interview has been conducted with an SEC and information is still pending, continue with Step 6. If the applicant has not completed a required interview with an SEC, refer to Section 3.5.4.17, Review Food Stamps Application Approaching 31st Day Deadline – No Interview Completed <insert hyperlink>
6.	Click Solicited Documents Requests from the left Navigation bar. The WFMS displays the Solicited Documents Requests page.
7.	Review the Solicited Documents Requests to determine what information/verification is still missing. • Evaluate required verifications for completeness (in accordance with policy). If expenses are the only missing verification, and the case can be sent for State Review and Eligibility Determination (in accordance with policy) update the appropriate verification fields in ICES, possibly removing expenses. • Click *Data Collection Checklist* from the left Navigation bar. • The WFMS displays the Data Collection Checklist. • Click *Complete* next to the boxes: Check Complete or N/A for all items each time Checklist is completed, unless Overriding Checklist ☐ ☐ Data Broker information reconciled ☐ ☐ For Adult cases, if asset trust present, Asset Trust task initiated ☐ ☐ For Disability cases, Social Summary completed (Form 251B) ☐ ☐ Asset Trust Review completed ☐ Search performed for all outstanding tasks and completed as appropriate ☐ ☐ Search completed for all outstanding verifications and information processed for any verifications found ☐ ☐ Required verifications evaluated for completeness for AGs ready for State review and eligibility ☐ Case recording entered in ICES for data collection activities completed ☐ ☐ FIAT Authorization Needed Once all applicable items have been updated on the checklist, click *Save*. The WFMS displays the Data Collection Checklist page.
8.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search non-indexed docs for missing verifications.

Step	Review Food Stamps Application Approaching 31st Day Deadline
9.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send FS notice of action and another 2032.
10.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter notes indicating that an additional FI 2032 – Pending Verifications for Applicants/Recipients has been sent, noting the due date. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
11.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
12.	Click the *Task ID* for the Review Food Stamps Application Approaching 31st Day Deadline with a Reserved Status. The WFMS displays the Task Home.
13.	Under the Options cluster, click *Close Task*. Family and Social Services Administration Home navigation Task Home Options Task Home Close Task Park Task Forward Task The WFMS displays the Close Task page.
14.	Click Yes, The WFMS displays the Task Home with the next task.

3.5.4.17 Review Food Stamps Application Approaching 31st Day Deadline – No Interview Completed

Step	Review Food Stamps Application Approaching 31st Day Deadline – No Interview Completed
1.	Click *Data Collection Checklist* from the left Navigation bar. Phone Numbers Data Collection Checklist Correspondence The WFMS displays the Data Collection Checklist.

Step	Review Food Stamps Application Approaching 31st Day Deadline – No Interview Completed
2.	Under the Override Checklist cluster, mark the box 'Applicant failed to complete required interview or return required verification.'
3.	Enter comments describing all activities completed (i.e. determined interview has not been completed, searched non-indexed documents, etc).
4.	Once all comments have been entered, click Save. The WFMS displays the status of the Checklist as Completed and generates a State Review and Eligibility Determination task for the FSSA Application queue. Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether any additional action is required to send a task to the State.
5.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter notes detailing the reason(s) for overriding the Data Collection Checklist. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
6.	Click Home in the upper right corner. The WFMS displays the User Home page.
7.	Click on the Task ID for the Review Food Stamps Application Approaching 31st Day Deadline task with a Reserved status. The WFMS displays the Task Home page.
8.	Under the Options cluster, click Close Task. The WFMS displays the Close Task page.
9.	Click Yes. The WFMS displays the Task Home with the next task.

3.5.4.18   Asset/Trust Review Completed

Step	Asset/Trust Review Completed

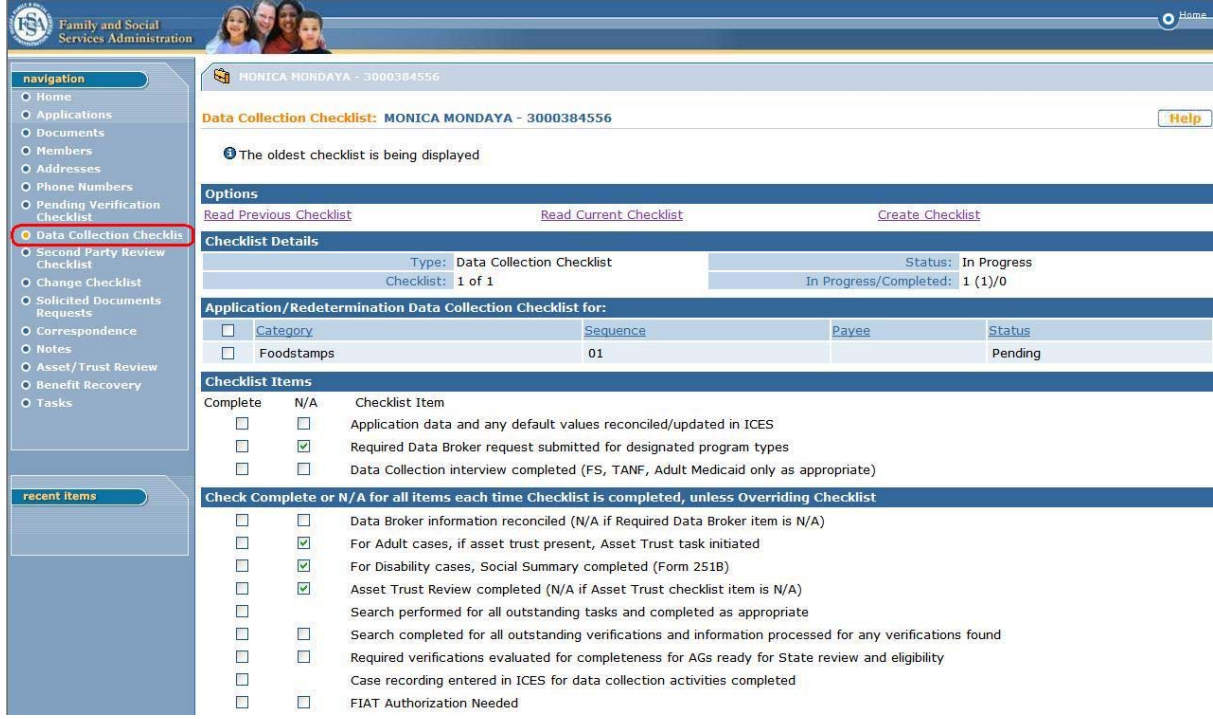| Step	Asset/Trust Review Completed
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home page.
2.	View the Subject and Task Instructions. Task Instructions: Review the results of the Asset/Trust Review. Make any appropriate changes to the WFMS and ICES.

Step	Asset/Trust Review Completed
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Data Collection Checklist* from the left Navigation bar. The WFMS displays the Data Collection Checklist page.
5.	Review the check list to determine which check list items have not been marked as Complete. Determine if the application processing can be completed or if information remains outstanding.

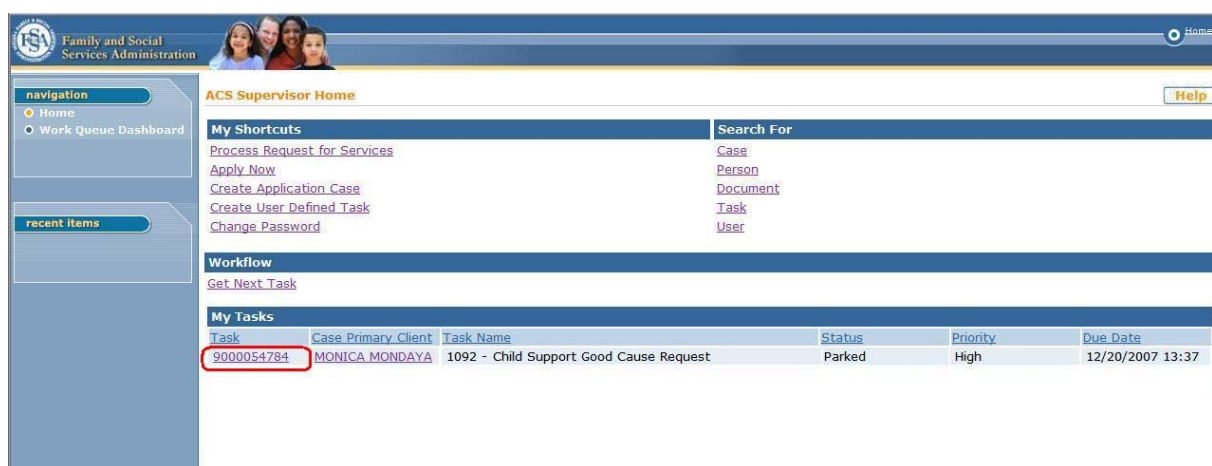| Step	Asset/Trust Review Completed
6.	For those items not marked as Complete, attempt to resolve and/or complete unless the tasks are assigned to another workgroup. If unable to resolve and/or complete the necessary check list item, refer to Section 3.5.5, Initiate Tasks <insert hyperlink> to create a task for the appropriate workgroup for completion of the check list item (if necessary).
7.	If able to resolve an item(s) not yet marked as Complete, mark the box Complete for the item(s) resolved.
8.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
9.	Click the *Task ID* for the Asset/Trust Review Completed task with a Reserved status. The WFMS displays the Task Home page.
10.	Under the Options cluster, click *Close Task*. The WFMS displays the Close Task page.

Step	Asset/Trust Review Completed
11.	Click Yes.
	The WFMS displays the Task Home page with the next task.

3.5.4.19 Out-of-State Inquiry Results

After a WG1 EA has completed the Out-of-State Inquiry Request task, the Out-of-State Inquiry Results task is created and forwarded to the appropriate Workgroup. If an ICES case exists, all information is updated in ICES. If a WFMS application case exists, all information is updated in the WFMS.

Step	Out-of-State Inquiry Results
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.

Step	Out-of-State Inquiry Results
2.	View the Subject and Task Instructions. Task Instructions: Review the results of the Out-of-State Inquiry. Make any appropriate changes to the WFMS and ICES. If additional information is needed to finish the application, send a request for verification to the applicant(s).
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Application Case Home page or Case Home page.

Step	Out-of-State Inquiry Results
4.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
5.	Click the *Document Name* hyperlink for the Out-of-State Inquiry form. The WFMS opens image of the document in a separate window.

Step	Out-of-State Inquiry Results
6.	Review the information on the Out-of-State Inquiry Form.

Out of State Inquiry

Inquiry Date:	10-04-07		Response Date:	10-04-07

The State of Indiana, Family and Social Services Administration is requesting/providing verification of current and/or past public assistance benefits as indicated below.

[X] **requesting** (please complete the information below including your agency and Benefits Received from your state by the individuals listed)

[ ] **providing** (below is information regarding Benefits Received from the State of Indiana by the individuals listed)

Out-of-State Agency Information:

Agency Name:	Other State	Contact Name:	Suzie Caseworker	
Agency Address:	111 Mole Street	City: Millersville	State: UT	Zip: 18931
Phone #:	999-999-9999		Fax #: 999-999-9999	

Case Name:	Monica Mondaya	Case #:	

Current Address:	Residence: [X]	Mailing: [ ]		
Street / PO Box:	1837 My Street	City: Millersville	State: UT	Zip: 18931

Case Members

Last:	Mondaya	First:	Monica	MI:	DOB: 04/03/55	SSN/Member ID:	000-00-00

Benefits Received:	[X] Food Stamps	Begin: 32007	End: 93007	[X] TANF	Begin: 32007	End: 92007
	[X] Medicaid	Begin: 32007	End: 92007	Number of TANF months received as an adult (beginning April 2002):	7	

Last:		First:		MI:	DOB:	SSN/Member ID:	

Benefits Received:	[ ] Food Stamps	Begin:	End:	[ ] TANF	Begin:	End:
	[ ] Medicaid	Begin:	End:	Number of TANF months received as an adult (beginning April 2002):		

Last:		First:		MI:	DOB:	SSN/Member ID:	

Benefits Received:	[ ] Food Stamps	Begin:	End:	[ ] TANF	Begin:	End:
	[ ] Medicaid	Begin:	End:	Number of TANF months received as an adult (beginning April 2002):		

Last:		First:		MI:	DOB:	SSN/Member ID:	

Benefits Received:	[ ] Food Stamps	Begin:	End:	[ ] TANF	Begin:	End:
	[ ] Medicaid	Begin:	End:	Number of TANF months received as an adult (beginning April 2002):		

Are there any outstanding Benefit Recovery claims or Intentional Program Violations?	[ ] Yes	[X] No

Step	Out-of-State Inquiry Results
7.	Navigate to ICES. Enter TRAN: AEIDC; PARMS: ICES Case Number. Press **Enter**. If an ICES case does not exist, skip to Step 11.

```
AEIDC             INDIVIDUAL DEMOGRAPHICS CONTINUED        12/20/07 14:07
COUNTY: 09    CASE: 3000384556    WORKER:                  T49704 A TEST/ROGER
LAST ACTIVITY DATE: 12/20/07       STATUS: PENDING
                            -OUT OF STATE ASSISTANCE-
          LIV---OCCUR---          COUNTS          MAR   OCCUR      ---SSI-----
NBR NAME  TYPE  DATE  VR PROG  TO 60  END DTE VR  STAT  DATE  VR  ST   DATE
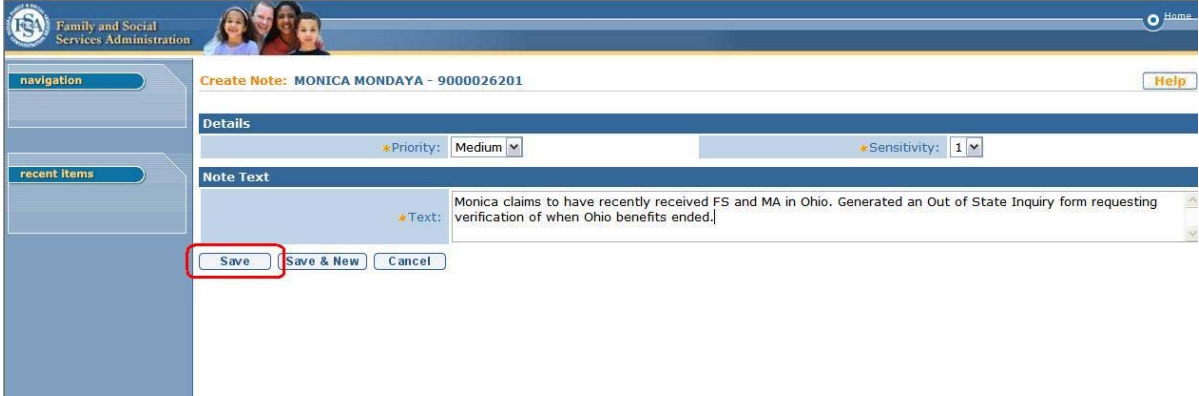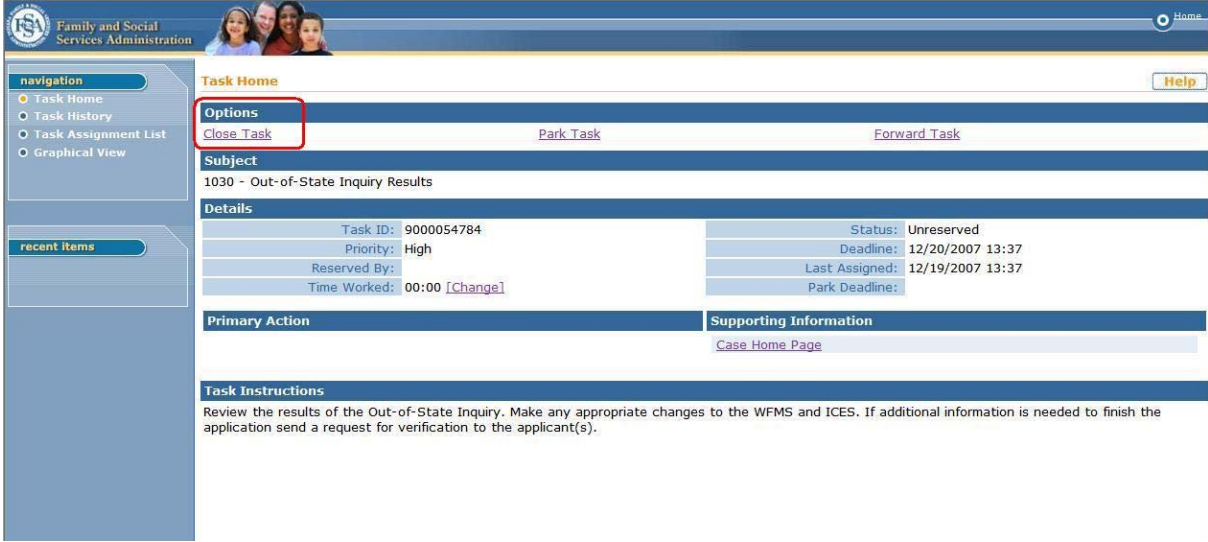
01 MONIC M 01 09/30/07 HC A _ _   Y   09/30/07 TP SI  _____  CS  N  _____
```

Enter Out-of-State Inquiry Results information in the appropriate data fields. |
| 8. | Complete screen AEOSA (if necessary).

```
AEOSA              OUT OF STATE CASH ASSISTANCE          12/20/07 14:12
COUNTY: 09    CASE: 3000384556  WORKER:                  T49704 A TEST/ROGER
LAST ACTIVITY DATE: 12/20/07     STATUS: PENDING
DC:  __
INDIVIDUAL: 01   MONICA            MONDAYA              RID: 300081852099
OUT OF STATE MONTHS TOWARD 60: 07                       SSN:
                                           DATE OF BIRTH: 04/03/55
 BENEFIT              BENEFIT              BENEFIT              BENEFIT
 MMCCYY  ST VR        MMCCYY  ST VR        MMCCYY  ST VR        MMCCYY  ST VR
 092007  UT TP        082007  UT TP        072007  UT TP        062007  UT TP
 052007  UT TP        042007  UT TP        032007  UT TP        _____  __ __
 _____  __ __         _____  __ __         _____  __ __         _____  __ __
 _____  __ __         _____  __ __         _____  __ __         _____  __ __
 _____  __ __         _____  __ __         _____  __ __         _____  __ __
 _____  __ __         _____  __ __         _____  __ __         _____  __ __
 _____  __ __         _____  __ __         _____  __ __         _____  __ __
``` |

Step	Out-of-State Inquiry Results

9.	Run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy.
	
	``
	AECES CASE ELIGIBILITY SUMMARY 12/17/07 15:10
	COUNTY: 27 CASE: 3000381743 WORKER: T49704 A TEST/ROGER
	LAST ACTIVITY DATE: 10/15/07 STATUS: PENDING
	                        NON ********* FINANCIAL **********
	            AG AG FINANCIAL ****RESOURCE**** BEN MONTH SPENDDOWN
	  S CAT SEQ ST PAYEE RS I V Q RS V Q EXCESS RS V Q MONTH BENFT LIABILITY
	
	  a ADCR 01 PE S GRANT PD N I I PS C C PS C C 11/07 288
	  a FS 01 PE S GRANT PD N I I PS C C PS C C 11/07 426
	  a MA C 01 PE S GRANT PD N I C PS C C PS C C 11/07 0
	
	                                                                 PF22: AECIS
	  NEXT TRAN: _____ PARMS: _____
	``

10.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the Out-of-State Inquiry Request information (following guidelines for entering information into CLRC. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>. Skip to Step 20.

Step	Out-of-State Inquiry Results
11.	Click *Members* from the left Navigation bar. The WFMS displays the Members page.
12.	Click *Edit* next to the member who has received out-of-state assistance. The WFMS displays the Modify Member page.

Step	Out-of-State Inquiry Results
13.	Under Assistance from Another State cluster, enter the information obtained from the other State.
14.	Once all information has been entered, click *Save*. The WFMS displays the Members page.
15.	Repeat Steps 12-14 as necessary.

Step	Out-of-State Inquiry Results
16.	Click Notes from the left Navigation bar. The WFMS displays the Notes page.
17.	Click *New*. The WFMS displays the Create Note page.
18.	Enter case notes regarding the Out-of-State Inquiry Request information. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.

Step	Out-of-State Inquiry Results
19.	Once notes have been entered, click *Save*. The WFMS displays the Notes page.
20.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
21.	Click the *Task ID* for the Out-of-State Inquiry Results task with a Reserved Status. The WFMS displays the Task Home.

Step	Out-of-State Inquiry Results
22.	Under the Options cluster, click *Close Task*.

The WFMS displays the Task Home with the next task.

3.5.4.20 Front-End Integrity Review Results

Step	Front-End Integrity Review Results
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*.

The WFMS displays the Task Home page.

Step	Front-End Integrity Review Results
2.	View the Subject and Task Instructions. Task Instructions: Review the results of the Front-End Integrity Review. Make any appropriate changes to the WFMS and ICES. If additional information is needed to finish the application, send a request for verification to the applicant(s).
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES CASE NUMBER/MMDDYYYY. If an ICES case does not exist, review Notes in WFMS by clicking Notes from the left Navigation bar. NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_
5.	Review the case notes related to the Front-End Integrity Review Results.

Step	Front-End Integrity Review Results
6.	Complete all applicable ICES screens using information from the Front-End Integrity Review Results task. Identify missing or incomplete information in ICES with question marks.
7.	If any changes have been made in ICES, run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy. If no changes have been made in ICES as a result of the Front-End Integrity Review Results, skip to Step 8.
8.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding any actions taken as a result of the Front-End Integrity Review Results (following guidelines for entering information into CLRC. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
9.	Click *Data Collection Checklist* from the left Navigation bar. The WFMS displays the Data Collection Checklist page.
10.	Review the check list to determine which check list items have not been marked as Complete. Determine if the application processing can be completed or if information remains outstanding.

Step	Front-End Integrity Review Results
11.	For those items not marked as Complete, attempt to resolve and/or complete unless the tasks are assigned to another workgroup. If unable to resolve and/or complete the necessary check list item, refer to Section 3.5.5, Initiate Tasks <insert hyperlink> to create a task for the appropriate workgroup for completion of the check list item (if necessary).
12.	If able to resolve an item(s) not yet marked as Complete, mark the box Complete for the item(s) resolved.
13.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
14.	Click the *Task ID* for the Front-End Integrity Review Results task with a Reserved Status. The WFMS displays the Task Home page.
15.	Under the Options cluster, click *Close Task*. The WFMS displays the Task Home page with the next task.

3.5.4.21 Systematic Alien Verification Entitlement (SAVE) Response

Step	Systematic Alien Verification Entitlement (SAVE) Response
1	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. **My Tasks** | TaskID	Case Id	Document	Subject	Status	Priority	Due Date
294	123456790	Birth Certificate	Rearrange Document: Case: 1234567890; Client: 123456789012	Open	Low	7/30/2004 00:00	 The WFMS displays the Task Home page.
2.	View the Subject and Task Instructions. Task Instructions: Review the response, enter results on ICES.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES CASE NUMBER/MMDDYYYY. If an ICES case does not exist, review Notes in WFMS by clicking Notes from the left Navigation bar. NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_
5.	Review the case notes related to the Systematic Alien Verification Entitlement (SAVE) Response.
6.	Complete all applicable ICES screens using information from the Systematic Alien Verification Entitlement (SAVE) Response task. Identify missing or incomplete information in ICES with question marks.
7.	If any changes have been made in ICES, run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy. If no changes have been made in ICES as a result of the Systematic Alien Verification Entitlement (SAVE) Response, skip to Step 8.
8.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC____ PARMS: 3000076384___ Enter case notes regarding any actions taken as a result of the Systematic Alien Verification Entitlement (SAVE) Response (following guidelines for entering information into CLRC). Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.

Step	Systematic Alien Verification Entitlement (SAVE) Response
9.	Click *Data Collection Checklist* from the left Navigation bar. The WFMS displays the Data Collection Checklist page.
10.	Review the check list to determine which check list items have not been marked as Complete. Determine if the application processing can be completed or if information remains outstanding.
11.	For those items not yet marked as Complete, attempt to resolve and/or complete unless the tasks are assigned to another workgroup. If unable to resolve and/or complete the necessary check list item, refer to Section 3.5.5, Initiate Tasks <insert hyperlink> to generate a task for the appropriate workgroup for completion of the check list item (if necessary).
12.	If able to resolve an item(s) not marked as Complete, mark the box Complete for the item(s) resolved.
13.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
14.	Click the Task ID for the Systematic Alien Verification Entitlement (SAVE) Response task with a Reserved Status. The WFMS displays the Task Home page.

Step	Systematic Alien Verification Entitlement (SAVE) Response
15.	Under the Options cluster, click *Close Task*. **Family and Social Services Administration** ● Home navigation ● Task Home **Task Home** ? **Options** [Close Task] Park Task Forward Task The WFMS displays the Task Home page with the next task.

3.5.4.22 Child Support Good Cause Response

Step	Child Support Good Cause Response
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. **Family and Social Services Administration** ● Home navigation ● Home ● Work Queue Dashboard recent items **ACS Supervisor Home** Help **My Shortcuts** **Search For** Process Request for Services Case Apply Now Person Create Application Case Document Create User Defined Task Task Change Password User **Workflow** Get Next Task **My Tasks** Task Case Primary Client Task Name Status Priority Due Date 9000054784 MONICA MONDAYA 1092 - Child Support Good Cause Request Parked High 12/20/2007 13:37 The WFMS displays the Task Home page.

Step	Child Support Good Cause Response
2.	View the Subject and Task Instructions. Task Instructions: Review the response, enter results on ICES.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES CASE NUMBER/MMDDYYYY. If an ICES case does not exist, review Notes in WFMS by clicking Notes from the left Navigation bar. NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_
5.	Review the case notes related to the Child Support Good Cause Response.

Step	Child Support Good Cause Response
6.	Complete ICES screen AEIAC using information from the Child Support Good Cause Response task.
| | ```
AEIAC    (AFDC,MA)ABSENT PARENT INFORMATION - CONTINUED    07/09/07 15:02
COUNTY: 79    CASE: 3000344907    WORKER: T79118        T49704 A TEST/ROGER
LAST ACTIVITY DATE: 06/29/07    STATUS: PENDING

                              FIRST    M   LAST        SUF        SSN
 DC:    ABSENT PARENT: JACK              FLASH

WERE THE MOTHER AND FATHER EVER MARRIED? N DATE MARRIED: _____

ARE THEY DIVORCED? _
                                    CITY          COUNTY        STATE
IF DIVORCED, LOCATION OF DIVORCE: _____  _____  __
   DATE OF DIVORCE: _____    ORDER #: _____    COURT ACTION: _

CHILD SUPPORT  CONVERSION  DATE:    _____    CO-OP? Y   PROS. STATUS:


---------------------------- GOOD CAUSE DATA --------------------------------

REQUESTED? N   DATE: _____    STATUS: _  DATE: _____    RSN CODE: ___

PF19: AEIAP  PF21: AEICH
NEXT TRAN: _____    PARMS: _____
                                                          MORE...
 4B                   :00.1                                  23/13
``` |
7.	If any changes have been made in ICES, run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy. If no changes have been made in ICES as a result of the Child Support Good Cause Response, skip to Step 8.
8.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number.
	NEXT TRAN: CLRC____ PARMS: 3000076384____
	Enter case notes regarding any actions taken as a result of the Child Support Good Cause Response (following guidelines for entering information into CLRC). Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.

Step	Child Support Good Cause Response
9.	Click *Data Collection Checklist* from the left Navigation bar. The WFMS displays the Data Collection Checklist page.
10.	Review the check list to determine which check list items have not been marked as Complete. Determine if the application processing can be completed or if information remains outstanding.
11.	For those items not yet marked as Complete, attempt to resolve and/or complete unless the tasks are assigned to another workgroup. If unable to resolve and/or complete the necessary check list item, refer to Section 3.5.5, Initiate Tasks <insert hyperlink> to generate a task for the appropriate workgroup for completion of the check list item (if necessary).
12.	If able to resolve an item(s) not marked as Complete, mark the box Complete for the item(s) resolved.
13.	Click *Home* in the upper right corner. The WFMS displays the User Home page.

Step	Child Support Good Cause Response
14.	Click the *Task ID* for the Child Support Good Cause Response task with a Reserved Status. The WFMS displays the Task Home page.
15.	Under the Options cluster, click *Close Task*. The WFMS displays the Task Home page with the next task.

3.5.4.23   Medical Assignment Good Cause Response

Step	Medical Assignment Good Cause Response
1	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID.* **My Tasks** | TaskID	Case Id	Document	Subject	Status	Priority	Due Date
294	123456790	Birth Certificate	Rearrange Document: Case: 1234567890; Client: 123456789012	Open	Low	7/30/2004 00:00	 The WFMS displays the Task Home.
2.	View the Subject and Task Instructions. Task Instructions: Review the response, enter results on ICES.
3.	Under the Supporting Information cluster, click *Case Home page.* The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES CASE NUMBER/MMDDYYYY. If an ICES case does not exist, review Notes in WFMS by clicking Notes from the left Navigation bar. NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_
5.	Review the case notes related to the Medical Assignment Good Cause Response.
6.	Complete ICES screen AEMMQ using information from the Medical Assignment Good Cause Response task. ``` AEMMQ (MA) MEDICAL ASSIGNMENT 07/09/07 15:08 COUNTY: 49 CASE: 3000337935 WORKER: T49704 T49704 A TEST/ROGER LAST ACTIVITY DATE: 05/18/07 STATUS: PENDING IS ANY MEDICAL ASSISTANCE APPLICANT REFUSING TO ASSIGN HIS/HER MEDICAL SUPPORT RIGHTS TO THE STATE? Y/N N IS ANY MEDICAL ASSISTANCE APPLICANT/RECIPIENT FAILING TO COOPERATE WITH HIS/HER MEDICAL ASSIGNMENT? Y/N N ------------------------------ INDIVIDUALS ---------------------------------- 04 HOMER S 05 MARGE S ```

Step	Medical Assignment Good Cause Response
7.	If any changes have been made in ICES, run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy. If no changes have been made in ICES as a result of the Medical Assignment Good Cause Response, skip to Step 8.
8.	In ICES, enter TRAN: CLRC; PARMS: ICES Case Number. NEXT TRAN: CLRC_____ PARMS: 3000076384_____ Enter case notes regarding any action taken as a result of the Medical Assignment Good Cause Response (following guidelines for entering information into CLRC. Refer to Section 4.4, Documentation Guidelines \<insert hyperlink>.
9.	Click *Data Collection Checklist* from the left Navigation bar. The WFMS displays the Data Collection Checklist page.
10.	Review the check list to determine which check list items have not been marked as Complete. Determine if the application processing can be completed or if information remains outstanding.
11.	For those items not yet marked as Complete, attempt to resolve and/or complete unless the tasks are assigned to another workgroup. If unable to resolve and/or complete the necessary check list item, refer to Section 3.5.5, Initiate Tasks \<insert hyperlink> to generate a task for the appropriate workgroup for completion of the check list item (if necessary).

Step	Medical Assignment Good Cause Response
12.	If able to resolve an item(s) not marked as Complete, mark the box Complete for the item(s) resolved.
13.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
14.	Click the *Task ID* for the Medical Assignment Good Cause Response task with a Reserved Status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
15.	Under the Options cluster, click *Close Task*. The WFMS displays the Task Home page with the next task.

3.5.5   Initiate Tasks

While performing application and case processing tasks, if a task needs to be created for another worker to complete an activity on the application or case, it is necessary to initiate a task.

3.5.5.1   Initiate Rescan Request Task

Step	Initiate Rescan Request Task
1.	From the View Document Details page, under the Options cluster, click *Rescan*. The WFMS generates a Rescan Request task to the Document Center.

3.5.5.2 Image Rescan is Illegible

If an image of a document that is necessary for application/case processing has been rescanned, but is still illegible, it may be necessary to generate correspondence requesting the document be resubmitted.

Step	Image Rescan is Illegible
1.	If an image rescan is illegible, determine if the case can be processed without re-requesting the illegible documentation. If unable to continue application processing, refer to Section 3.11.4, Sending Notices <insert hyperlink> to generate an FI 2032 Pending Verifications for Applicants/Recipients.

3.5.5.3 Initiate Rearrange Document Task

Step	Initiate Rearrange Document Task
1.	From the View Document Details page, under the Options cluster, click *Rearrange*. The WFMS displays the Task Description page.
2.	Enter specific instructions in the Task Description box, describing what pages need to be rearranged.

Step	Initiate Rearrange Document Task
3.	Once all instructions have been entered, click *Submit*. The WFMS generates a Rearrange Document task for the Non-Indexed Documents queue and displays the View Document Details page. Click Close. The WFMS displays the Documents page.

3.5.5.4 Initiate Out-of-State Inquiry Request Task

Step	Initiate Out-of-State Inquiry Request Task

Step	Initiate Out-of-State Inquiry Request Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks Home page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Out-of-State Inquiry Request Task
3.	Click *Select* next to Out-of-State Inquiry Request.
	The WFMS generates an Out-of-State Inquiry Request task for the Inquiries queue and displays the Tasks page.

3.5.5.5 Initiate Potentially Duplicate Application/Re-determination Task

Step	Initiate Potentially Duplicate Application/Re-determination Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar.
	The WFMS displays the Tasks Home page.

Step	Initiate Potentially Duplicate Application/Re-determination Task
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to Potentially Duplicate Application/Re-determination. The WFMS generates a Potentially Duplicate Application/Re-determination task for the Applications queue and displays the Tasks page.

3.5.5.6   Initiate Research Invalid New Application Task

If an application is determined to be invalid according to policy, a task must be sent to a specialized Eligibility Associate in Workgroup 1 to research the invalid application and make an attempt to obtain the missing information.

This step links from Step 6 of Section 3.5, Processing an Application WI Part I, New Application Ready for Initial Review [Program(s) Applied For] <insert hyperlink>.

Step	Initiate Research Invalid New Application Task
1.	From the Application Case Home page, click *Edit*. The WFMS displays the Modify Application Case page.
2.	Under the Program Requested cluster, use the drop down for the Application Status to change the Application Status from Submitted – Valid to Submitted – Invalid.

Step	Initiate Research Invalid New Application Task
3.	Click *Save*.
	The WFMS displays the Application Case Home page.
4.	Click *Notes* from the left navigation.

Step	Initiate Research Invalid New Application Task
	 The WFMS displays the Notes page.
5.	Click New. The WFMS displays the Create Note page.

Step	Initiate Research Invalid New Application Task
6.	Enter notes regarding the status of the application and the reason(s) the application is invalid.
7.	Click *Save*. The WFMS displays the Notes page with the newly added note.
8.	Click *Tasks* from the left Navigation bar.

Step	Initiate Research Invalid New Application Task
	 The WFMS displays the Tasks page.
9.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Research Invalid New Application Task
10.	Click *Select* next to Research Invalid New Application. The WFMS generates a Research Invalid New Application task for the Invalid Applications queue and displays the Tasks page.

3.5.5.7 Initiate Front-End Integrity Review Referral Task

Front-End Integrity Review Referrals are created by the worker processing the application due to various reasons for suspicion of fraud when an application is being processed.

Step	Initiate Front-End Integrity Review Referral Task
1.	If an ICES case exists, enter case notes into CLRC. If only a WFMS case exists, enter Notes in WFMS. Enter details why fraud is suspected.
2.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Initiate Front-End Integrity Review Referral Task
3.	Click *Create Task*. The WFMS displays the Select Task Type page.
4.	Click *Select* next to 'Front-End Integrity Review Referral.' The WFMS generates a Front-End Integrity Review Referral for the Front End Program Integrity queue and displays the Tasks page.
5.	Continue processing the application.

3.5.5.8 Initiate Suspected Fraud Referral Task

Step	Initiate Suspected Fraud Referral Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Suspected Fraud Referral Task
3.	Click *Select* next to 'Suspected Fraud Referral.' The WFMS generates a Suspected Fraud Referral task for the Benefit Recovery queue and displays the Tasks page.

3.5.5.9   Initiate Asset/Trust Review Requested Task

Step	Initiate Asset/Trust Review Requested Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Initiate Asset/Trust Review Requested Task
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'Asset/Trust Review Requested.' The WFMS generates an Asset/Trust Review Requested task for the Asset/Trust queue and displays the Tasks page.

3.5.5.10   Initiate Benefit Underissuance or Benefit Recovery Referral Task

Step	Initiate Benefit Underissuance or Benefit Recovery Referral Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Benefit Underissuance or Benefit Recovery Referral Task
3.	Click *Select* next to 'Benefit Underissuance' or 'Benefit Recovery Referral.' The WFMS generates a Benefit Underissuance or Benefit Recovery Referral task for the Benefit Recovery queue and displays the Tasks page.

3.5.5.11   Initiate Process MA B/D Application Task

Before generating a Process MA B/D Application task to the FSSA Medicaid MRT queue, be sure all required documentation is indexed to the case. Review the documents indexed to the case for completion. If not already indexed to the case, attach the Request for Action to Medicaid Medical Review Team, Medicaid Disability (Thornton) Checklist, and OMPP 251B. Complete ICES screens AEMDT and AEWPR.

Step	Initiate Process MA B/D Application Task
1.	From the Case Home page, click *Tasks* from the left Navigation bar.

Step	Initiate Process MA B/D Application Task
	The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'Process MA B/D Application.' The WFMS generates a Process MA B/D Application task for the appropriate FSSA Medicaid MRT queue and displays the Tasks page.

3.5.5.12 Initiate Process MA D Application – Accelerated Task

Step	Initiate Process MA D Application – Accelerated Task
1.	From the Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Process MA D Application – Accelerated Task
3.	Click *Select* next to 'Process MAD Application – Accelerated.'
	The WFMS generates a Process MA D Application – Accelerated task for the appropriate FSSA Medicaid MRT queue and displays the Tasks page.

3.5.5.13   Initiate Additional Information Submitted Task

Step	Initiate Additional Information Submitted Task
1.	From the Case Home page, click *Tasks* from the left Navigation bar.
	The WFMS displays the Tasks page.
2.	Click *Create Task*.

Step	Initiate Additional Information Submitted Task
	The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'Additional Information Submitted.' The WFMS generates an Additional Information Submitted task for the appropriate FSSA Medicaid MRT queue and displays the Tasks page.

3.5.5.14 Initiate Child Support Good Cause Request Task

Step	Initiate Child Support Good Cause Request Task

Step	Initiate Child Support Good Cause Request Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Child Support Good Cause Request Task
3.	Click *Select* next to 'Child Support Good Cause Request.'
	The WFMS generates a Child Support Good Cause Request for the FSSA TANF queue and displays the Tasks page.

3.5.5.15 Initiate Medical Assignment Good Cause Request Task

Step	Initiate Medical Assignment Good Cause Request Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Medical Assignment Good Cause Request Task
3.	Click *Select* next to 'Medical Assignment Good Cause Request.' The WFMS generates a Medical Assignment Good Cause Request task for the FSSA State Policy queue and displays the Tasks page.

3.5.5.16 Initiate Systematic Alien Verification Entitlement (SAVE) Request Task

Step	Initiate Systematic Alien Verification Entitlement (SAVE) Request Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Initiate Systematic Alien Verification Entitlement (SAVE) Request Task
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'Systematic Alien Verification Entitlement (SAVE) Request.' The WFMS generates a Systematic Alien Verification Entitlement (SAVE) Request task for the FSSA State Policy queue.

3.5.5.17   Initiate Resource Assessment Request Task

Step	Initiate Resource Assessment Request Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Resource Assessment Request Task
3.	Click *Select* next to 'Resource Assessment Request.' The WFMS generates a Resource Assessment Request task for the Asset/Trust queue and displays the Tasks page.

3.5.5.18 Initiate ACS Policy Request Task

Step	Initiate ACS Policy Request Task
1.	Refer to Section 3.11.4.12, Creating an Attachment from the File Server <insert hyperlink> to create the Policy Interpretation Request/Response Form..

Step	Initiate ACS Policy Request Task
2.	Complete all required fields on the Policy Interpretation Request/Response Form.

POLICY INTERPRETATION REQUEST/RESPONSE

Request Submitted By: **Connie Caseworker**

Requestor's Location: **105 N Pennsylvania St   Marion, IN 46952**

Date Submitted: **01/02/2008**

WMS App # or ICES Case # Cat./Seq: **3000087910/MAD/01**

Request Submitted for following programs:

☐ TANF	**Medicaid:**	**State Funded Program:**
☐ Food Stamps	☒ Aged, Blind & Disabled	☐ RBA
☐ Refugee Assistance	☐ Hoosier Healthwise	☐ ARCH
		☐ CSHCS
		☐ Medicaid Burial

Topic(s):
Briefly describe the topic area or eligibility factor for which the policy interpretation or clarification is needed (i.e., household composition, shelter costs, medical expenses, income, resources, verification, etc.).

Situation Description:
Enter a complete description of the case situation that resulted in the need for the policy interpretation or clarification. Be sure to include all pertinent information, dates or facts that would be important to the ACS Policy Help Desk or State Policy Assistance Line.

Question(s):
Enter the question(s) for which the requestor needs a response.

Submitter's Proposed Response:
Enter your proposed response to the question. If, after reviewing the IPPM, Policy Memorandums or other policy resources, you are unable to determine a proposed, enter "Unable to develop response". Include information on what IPPM Sections, Policy Memorandums or other policy resources were reviewed before submitting the form.

ACS Policy Help Desk Response:

Responder's Name:

Date:

Step	Initiate ACS Policy Request Task
3.	From the Application or Case Home page, click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
4.	Click *Attach Document*. The WFMS displays the Create Attachment page.

Step	Initiate ACS Policy Request Task
5.	Click Browse to locate the file recently saved to the hard drive. The Choose File dialog box opens.
6.	Locate the Policy Interpretation Request/Response Form recently saved to the hard drive and click Open. The WFMS displays the Create Attachment page with the File selected to be attached.

Step	Initiate ACS Policy Request Task
7.	Select Document Details for the Policy Interpretation Request/Response Form. Document Type: Policy Support Forms; Document Name: Policy Interpretation Request.

Step	Initiate ACS Policy Request Task
8.	Click Save. The WFMS displays the Documents page with the newly created attachment.
9.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Initiate ACS Policy Request Task
10.	Click *Create Task*. The WFMS displays the Select Task Type page.
11.	Click *Select* next to ACS Policy Request. The WFMS generates an ACS Policy Request task for the appropriate Coaches queue (either Coaches or Coaches – Adult) and displays the Tasks page.

3.5.5.19 Initiate Intent to Cure for <Client Name> <RID> Task

Step	Initiate Intent to Cure for <Client Name> <RID> Task

Step	Initiate Intent to Cure for <Client Name> <RID> Task
1.	From the Client Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *New*. The WFMS displays the Select Task Type page.

Step	Initiate Intent to Cure for <Client Name> <RID> Task
3.	Click *Select* next to 'Intent to Cure.' The WFMS generates the Intent to Cure task for the Arbor Area queue and displays the Tasks page.

3.5.5.20 Initiate Reported Change Task

Step	Initiate Reported Change Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.

Step	Initiate Reported Change Task
3.	Click *Select* next to 'Reported Change' The WFMS generates the Reported Change task for the appropriate Changes queue (either Changes or Changes – Adult) and displays the Tasks page.

3.5.5.21 Initiate New Application Ready for Initial Review Task

Step	Initiate New Application Ready for Initial Review Task
1.	From the Application or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Initiate New Application Ready for Initial Review Task
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'New Application Ready for Initial Review' The WFMS generates the New Application Ready for Initial Review task for the Review Applications queue and displays the Tasks page.

3.5.6   Solicited Document(s)

3.5.6.1   Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB

Step	Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID.* My Tasks | TaskID	Case Id	Document	Subject	Status	Priority	Due Date
294	123456790	Birth Certificate	Rearrange Document: Case: 1234567890; Client: 123456789012	Open	Low	7/30/2004 00:00	 The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Enter delay code in ICES on AEFPY and document on CLRC.
3.	Under the Supporting Information cluster, click *Case Home page.* The WFMS displays the Case Home page.
4.	Click *Documents Solicited* from the left Navigation bar. INSERT GUI The WFMS displays the Documents Solicited page.
5.	Review the Documents Solicited to determine what item(s) is still missing.
6.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for solicited documents in Repository of non-indexed documents.
7.	Evaluate the documents in the Search Results to determine if the applicant submitted the information, but the information has not been indexed to the case. If the document is found, refer to Section 3.11.5, Processing Solicited Documents <insert hyperlink> or if the Medicaid Category is MA D, refer to Section 6.4,Thornton-Related Solicited Documents <insert hyperlink>. If the document is not found, go to Step 8.
8.	Navigate to ICES. Enter TRAN: AEFPY; PARMS: ICES Case Number. INSERT SCREEN SHOT WITH TRAN & PARMS.
9.	Enter the appropriate delay code according to policy. A listing of delay codes can be accessed by entering TRAN: RFDI; PARMS: TADC.

Step	Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB
10.	Run AEABC in ICES, reviewing all Assistance Group, Non-Financial, Resource and Financial Summary Screens for accuracy.
11.	Determine what action (if any) needs to be taken on the application.
	If the application needs to be denied, continue with Step 12.
	If the application is still pending verification in accordance with policy, skip to Step 16.
12.	Enter TRAN: CLRC; PARMS; ICES Case Number.
	Enter case notes in ICES regarding the solicited document(s) not received and any action taken.
13.	Click *Data Collection Checklist* from the left Navigation bar.
	The WFMS displays the Data Collection Checklist page.

Step	Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB
14.	If the solicited documents have not been received and the application is to be denied according to policy, check the following box: Override Eligibility Checklist, Reason Required: Check a reason below or enter comments. ☐ Applicant failed to complete required interview or return required verification Enter comments in the comments box. Comments
15.	Click *Save*. The WFMS displays the Case Home page. Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether any additional action is required to send a task to the State.
16.	Click *Tasks* from the left Navigation bar. O Expenses O Notes O Communications O Tasks The WFMS displays the Tasks page.
17.	Click *Task ID* for the Solicited Document(s) Not Received for New Application – Medicaid Categories: MA C, MA U, MA T, MA O, Aged, Disabled, Blind, QMB, SLMB with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
18.	Under the Options cluster, click *Close Task*. Family and Social Services Administration ● Home Task Home navigation ● Task Home Options Close Task Park Task Forward Task

3.5.7 Thornton-Related Solicited Documents

3.5.7.1 Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. My Tasks 	TaskID	Case Id	Document	Subject	Status	Priority	Due Date
294	123456790	Birth Certificate	Rearrange Document: Case: 1234567890; Client: 123456789012	Open	Low	7/30/2004 00:00	 The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Solicited Documents Requests* from the left Navigation bar. ○ Phone Numbers ○ Pending Verification Checklist ○ **Solicited Documents Requests** ○ Data Collection Checklist The WFMS displays the Solicited Documents Requests page.
5.	Evaluate the documents in the Solicited Documents Requests list to determine the information solicited, due date and the applicant/Client for which the information has been solicited. **Family and Social Services Administration** ● Home Solicited Documents Requests Case # - Primary Client Name – Primary Client SSN navigation ○ Home ○ Applications ○ Documents ○ Members ○ Addresses ○ Phone Numbers ○ Pending Verification Checklist ○ **Solicited Documents Requests** ○ Data Collection Checklist | Action	Solicited By	Correspondence Name	Verification	Client	Mail Date	Due Date	Received Date
View | Edit	WG2 Apps/ Redets	Medicaid Disability Initial Action Notice to Applicant		James Smith	04/01/2007	05/01/2007	04/20/2007	

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
6.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. `NEXT TRAN: AEMDT___ PARMS: 3000337737_` ICES displays screen AEMDT.
| 7. | From ICES screen AEMDT, Press **PF2**.<br><br>```
CLSC              AEMDT SCREEN LEVEL COMMENTS              07/30/07 14:41
PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999          T49704 A TEST/RO
_    DATE - 07/30/07   TIME - 14:39:31                              BY - T49
_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__
_ DUE 07/30/07
```<br><br>ICES displays CLSC – AEMDT Screen Level Comments. |
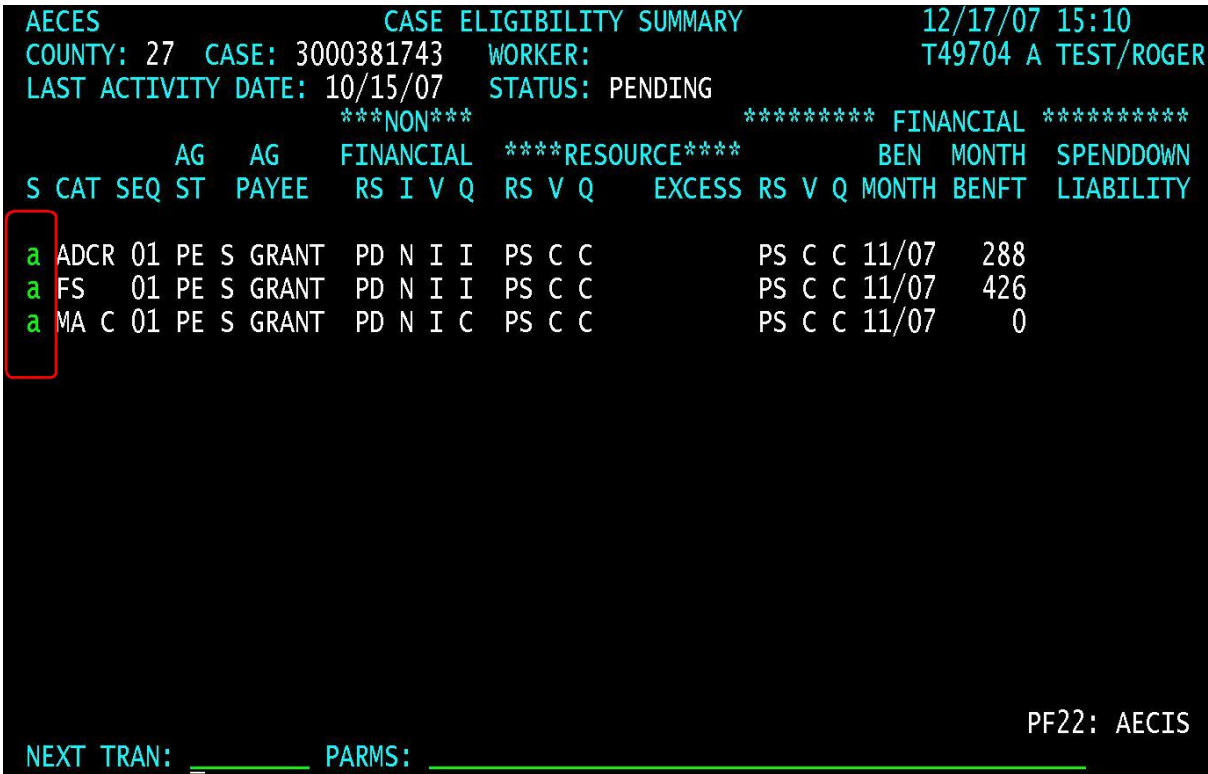| 8. | Review case notes related to MA D/MADW case processing. |
9.	Click *Documents* from the left Navigation bar. navigation O Home O Documents O Programs The WFMS displays the Documents List page.
10.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for solicited documents (FI 2320 – MEDICAID DISABILITY INITIAL NOTICE TO APPLICANT) in Repository of non-indexed documents.
11.	Evaluate the documents in the Search Results to determine if the applicant submitted the initial exam information, but the information has not been indexed to the case. If the document(s) is found, index it to the case and See Step 4 of Section 6.4.4: Thornton Applicant/Client Documents Received <insert hyperlink>. If the document is not found, go to Step 12.
12.	Click *Cancel*. The WFMS displays the Documents List page.
13.	Click *Home* from the left Navigation bar. navigation O Home O Expedited Food Stamps O Documents The WFMS displays the Case Home page.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
14.	• Attempt to contact the applicant via telephone (following business rules in Section 4.9 Protocol for Outbound Calls <insert hyperlink>) to gather the required initial exam information. • If the applicant indicates he/she has scheduled the required appointment, gather the initial exam information via telephone and See Step 4 of Section 6.4.4: Thornton Applicant/Client Documents Received. • If the applicant indicates he/she has not scheduled the required appointment or both attempts to contact Client are not successful, go to Step 15.
15.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send FI 2321 – MEDICAID DISABILITY FOLLOW-UP ACTION NOTICE TO APPLICANT WITH BOX #1 CHECKED (10 DAY DEADLINE).
| 16. | From ICES screen AEMDT, Press **PF2**.<br><br>```
CLSC            AEMDT SCREEN LEVEL COMMENTS            07/30/07 14:41
PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999        T49704 A TEST/RO
_     DATE - 07/30/07   TIME - 14:39:31                         BY - T49
_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__
_ DUE 07/30/07
```<br><br>ICES displays CLSC – AEMDT Screen Level Comments. |
17.	Enter case notes detailing the outcome of telephone contact (all attempts made, phone number(s) attempted, etc.), information obtained, and correspondence sent. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
18.	Click Documents from the left Navigation bar. The WFMS displays the Documents page.
19.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
20.	Under the Exam Required cluster, mark the box next to Applicant did not respond to 2032/2320. 2321 sent to applicant and any representative with 10-day deadline and attempted phone contact with applicant and representative.
21.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
22.	Click *Task ID* for the Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
23.	Under the Options cluster, click *Close Task*.

3.5.7.2   Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Solicited Documents Requests f*rom the left Navigation bar. The WFMS displays the Solicited Documents Requests page.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
5.	Evaluate the documents in the Solicited Documents Requests list to determine the information solicited, due date and the applicant/Client for which the information has been solicited.
6.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. `NEXT TRAN: AEMDT___  PARMS: 3000337737_` ICES displays screen AEMDT.
| 7. | From ICES screen AEMDT, Press **PF2**. <br><br> ```
CLSC              AEMDT SCREEN LEVEL COMMENTS          07/30/07 14:41
PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999       T49704 A TEST/RO
_    DATE - 07/30/07   TIME - 14:39:31                       BY - T49
_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__
_ DUE 07/30/07_
``` <br><br> ICES displays CLSC – AEMDT Screen Level Comments. |
8.	Review case notes related to the MA D/MADW processing to determine if the applicant/Client has responded indicating he/she intends to make an appointment. If the applicant/Client has not responded, go to Step 9. If the applicant/Client has responded indicating he/she intends to make an appointment, refer to Section 3.11.4, Sending Notices <insert hyperlink> to send 2nd Follow-up Action Notice to applicant (10 Day Deadline).
9.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.
10.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for solicited documents (FI 2321 – MEDICAID DISABILITY FOLLOW-UP NOTICE TO APPLICANT) in Repository of non-indexed documents.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
11.	Evaluate the documents in the Search Results to determine if the applicant submitted the initial exam information, but the information has not been indexed to the application. If the document is found, index it to the case and refer to Step 4 of Section 3.5.6.4.2, Thornton Applicant/Client Document Received <insert hyperlink>. If the document is not found, go to Step 12.
| 12. | From ICES screen AEMDT, Press **PF2**.<br><br>```
CLSC            AEMDT SCREEN LEVEL COMMENTS            07/30/07 14:41
PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999       T49704 A TEST/RO
_    DATE - 07/30/07   TIME - 14:39:31                         BY - T49
_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__
_ DUE 07/30/07
```<br><br>ICES displays CLSC – AEMDT Screen Level Comments. |
13.	Enter case notes regarding the MA D/MADW application processing and any actions taken. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
14.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
15.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
16.	Under the Exam Required cluster, mark the box next to No response to 2321. AG to State for review and eligibility.

Medicaid Disability (Thornton) Checklist

Applicant: First Name		Last Name	Case Number	Category	Sequence
Medicaid		Disability	3000347793	MAD	01

Complete	N/A	Checklist Item	
Individual states diagnosis meeting accelerated processing criteria			
☐	☐	Documentation of applicant's diagnosis received (signed by physician/board certified psychologist).	
☐	☐	Applicant/representative cannot immediately provide documentation of diagnosis. Diagnosis Certification Form faxed to applicant's provider.	
Medical Exam/Records Available Within 3 months of Application Date (if this section does not apply, complete next section)			
☐		2322 to provider with 20-day deadline. AEMDT updated for Application/Add-Program.	
☐	☐	Records not received. Second 2323 to provider with another 20-day deadline, copy to applicant and representative.	
☐	☐	Records not received by 2nd 20-day deadline. 1) Intent to provide confirmed. 2323 to provider with 2nd 20-day deadline, copy to applicant and any representative. 2) Provider will not provide records, Partial Record procedure initiated.	
☐	☐	Records not received after 2nd 2323. 2324 to applicant and representative with 10-day deadline	
☐	☐	No response to 2324. AG to State for review and eligibility.	
☐	☐	Medical records received: must be within 12 months and signed by physician or board certified psychologist (continue to MRT section of checklist)	
Exam Required (Medical Records NOT Within 3 months of Application Date) (must be completed if previous section is not completed)			
☒		2032 and 2320 (#1 checked) to applicant and any representative with 30-day deadline from mail date. AEMDT updated for Application/Add-Program.	
☐	☐	Appointment date received from Applicant/Representative by 30-day deadline. Medical packet (251A, 251, 3512, 2322) to provider. Or to applicant and any representative IF they agree to take medical packet to provider. AEMDT updated for Application/Add-Program.	
☒	☐	Applicant did not respond to 2032/2320. 2321 sent to applicant and any representative with 10-day deadline and attempted phone contact with applicant and representative.	
☐	☐	Applicant/Representative responds by 10-day deadline, does not have appointment but intends to comply. Second 2321 sent with 10-day deadline.	
☒	☐	No response to 2321. AG to State for review and eligibility.	
☐	☐	Medical records received: must be within 12 months and signed by physician or board certified psychologist (continue to MRT section of checklist)	

17.	Click *Data Collection Checklist* from the left Navigation bar.

- ○ Phone Numbers
- ● **Data Collection Checklist**
- ○ Correspondence

The WFMS displays the Data Collection Checklist.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
18.	Under the Application/Re-determination Data Collection Checklist for: cluster, select the appropriate Assistance Group. Under the Override Data Collection Checklist cluster, mark the box next to Applicant failed to complete required interview or return required verification. Enter comments describing the reason for overriding the checklist in relation to MA D/MADW application processing.
19.	Click *Save*. The WFMS saves the checklist and generates a State Review and Eligibility Determination task to the appropriate State worker. Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether additional action is required to send a task to the State.
20.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
21.	Click *Task ID* for the Thornton Applicant/Client Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
22.	Under the Options cluster, click *Close Task*.

3.5.7.2.1 Thornton Applicant/Client Documents Not Received – Review for Multiple Providers

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Review to determine if multiple providers are involved. If yes and partial records exist, forward to MRT with explanation. If only one provider or no information was received at all, generate a user task to State to review for eligibility (denial).
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Refer to Section 3.11.3, Search Instruction <insert hyperlink> to search for solicited documents in Repository of non-indexed documents.
5.	Evaluate the documents in the Search Results to determine if the applicant submitted the information, but the information has not been indexed to the case. If the document(s) is found, index it to the case and refer to Step 4 of Section 3.5.6.4.2, Thornton Applicant/Client Document Received <insert hyperlink>. If the document is not found, go to Step 6.
6.	Click *Cancel*. The WFMS displays the Documents List page.

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
7.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. `NEXT TRAN: AEMDT___ PARMS: 3000337737_` ICES displays screen AEMDT.

8.	From ICES screen AEMDT, Press **PF2**.
	
	 `CLSC          AEMDT SCREEN LEVEL COMMENTS          07/30/07 14:41`
	 `PAGE  1 OF  1   FOR RECIPIENT ID : 300075724999        T49704 A TEST/RO`
	 `_   DATE - 07/30/07   TIME - 14:39:31                        BY - T49`
	 `_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__`
	 `_ DUE 07/30/07`
	
	 ICES displays CLSC – AEMDT Screen Level Comments.

9.	Review case notes related to the MA D/MADW processing to determine if the applicant/Client has indicated more than one provider.
10.	Click *Solicited Documents Requests* from the left Navigation bar. The WFMS displays the Solicited Documents Requests page.
11.	Evaluate the documents in the Solicited Documents Requests list to determine if requests have been made to an additional provider(s).
12.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
13.	Review the documents indexed to the case to determine if the applicant/Client has more than one provider and partial medical records have been received. If partial medical records have been received, refer to Step 4 of Section 3.5.6.4.6, Thornton Provider Documents Received <insert hyperlink>. If no medical records have been received, go to Step 14.
14.	From ICES screen AEMDT, Press **PF2**. ``` CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO _ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO___ _ DUE 07/30/07 ``` ICES displays CLSC – AEMDT Screen Level Comments.
15.	Enter case notes regarding the MA D/MADW application processing and any actions taken. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
16.	Click *Data Collection Checklist* from the left Navigation bar. The WFMS displays the Data Collection Checklist page.

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
17.	Under the Application/Re-determination Data Collection Checklist for: cluster, select the Appropriate Assistance Group. Under the Override Data Collection Checklist cluster, mark the box next to Applicant failed to complete required interview or return required verification. Enter comments describing the MA D/MADW application processing. Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether any additional action is required to send a task to the State.
18.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
19.	Click *Task ID* for the Thornton Applicant/Client Documents Not Received – Review for Multiple Providers with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Applicant/Client Documents Not Received – Review for Multiple Providers
20.	Under the Options cluster, click *Close Task*.

3.5.7.2.2 Thornton Applicant/Client Documents Received

Step	Thornton Applicant/Client Documents Received
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Review and process documents. If partial records received, forward to MRT with explanation. If complete documents received, initiate request for provider records.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Solicited Documents Requests f*rom the left Navigation bar. The WFMS displays the Solicited Documents Requests page.

Step	Thornton Applicant/Client Documents Received
5.	Evaluate the documents in the Documents Solicited list to determine the information solicited, received date and the applicant/Client for which the information has been received.
6.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.
7.	Click *View* next to the Thornton Applicant/Client Documents Received – either the FI 2320 – Initial Notice to Applicant or the FI 2321 – Follow-up Notice to Applicant. INSERT SCREEN SHOT. The WFMS displays the View Document Details page.

Step	Thornton Applicant/Client Documents Received
8.	Under the Details cluster, click the *Document Name* link.

The WFMS opens an image of the document in a separate window.

Step	Thornton Applicant/Client Documents Received
9.	• Review the document(s) to verify the applicant has provided the necessary initial exam information. • If the initial exam information is complete, continue with Step 10. • If the initial exam information is incomplete, but the information can be obtained via telephone, attempt to call the applicant (following business rules in Section 4.9 Protocol for Outbound Calls <insert hyperlink>) to obtain the information. If the information cannot be obtained via telephone or both attempts to contact Client are not successful, click *Correspondence* from the left Navigation bar to determine next action: • If only an FI 2320 – Initial Notice to Applicant has been sent, refer to Section 3.5.6.3, Thornton Applicant/Client Documents Not Received for New MAD or MADW Application/Progress Report – First Notice <insert hyperlink>. • If only one FI 2321 – Follow-up Notice to Applicant has been sent, refer to Section 3.5.6.4, Thornton Applicant/Client Documents Not Received for New MAD or MADW Application/Progress Report – Second Notice <insert hyperlink>. • If two FI 2321 – Follow-up Notice to Applicant have been sent, refer to Section 3.5.6.4.1, Thornton Applicant/Client Documents Not Received – Review for Multiple Providers <insert hyperlink>
10.	Click *Edit*. The WFMS displays the Edit Document Details page.
11.	Change the status of the document to Accepted and index the document to the Client. Click *Save*. The WFMS displays the View Document Details page. Refer to Section 3.11.2, Document Management <insert hyperlink>.
12.	Click *Correspondence* from the left Navigation bar. O Expenses O Notes ● Correspondence O Tasks The WFMS displays the Correspondence page.
13.	See Section 3.11.4, Sending Notices <insert hyperlink> to send medical packet to the provider.
14.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. NEXT TRAN: AEMDT___ PARMS: 3000337737_
15.	Enter the date in the field: 1ST PROVIDER LETTER SENT. 1ST PROVIDER LETTER SENT: _____

Step	Thornton Applicant/Client Documents Received
16.	From ICES screen AEMDT, Press **PF2**. ``` CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO _ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__ _ DUE 07/30/07 ``` ICES displays CLSC – AEMDT Screen Level Comments.
17.	Enter case notes regarding Thornton documents received and any correspondence sent to the provider.
18.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
19.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.

Step	Thornton Applicant/Client Documents Received
20.	Under the Exam Required cluster, mark the box next to Appointment date received from Applicant/Representative by 30-day deadline. Medical packet (251A, 251, 3512, 2322) to provider. Or to applicant and any representative IF they agree to take medical packet to provider. AEMDT updated for Application/Add-a-Program.
21.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
22.	Click *Task ID* for the Thornton Applicant/Client Documents Received with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Applicant/Client Documents Received
23.	Under the Options cluster, click *Close Task*. **Family and Social Services Administration** — Home Task Home ❓ navigation — Task Home Options Close Task — Park Task — Forward Task

3.5.7.2.3 Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. **My Tasks** TaskID: 294; Case Id: 123456790; Document: Birth Certificate; Subject: Rearrange Document: Case: 1234567890; Client: 123456789012; Status: Open; Priority: Low; Due Date: 7/30/2004 00:00 The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions:
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. NEXT TRAN: AEMDT___ PARMS: 3000337737_ ICES displays screen AEMDT.
5.	From ICES screen AEMDT, Press **PF2**. CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO _ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__ _ DUE 07/30/07 ICES displays CLSC – AEMDT Screen Level Comments.
6.	Review case notes related to MA D/MADW case processing.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
7.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.
8.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for solicited documents in Repository of non-indexed documents.
9.	Evaluate the documents in the Search Results to determine if the provider submitted the information, but the information has not been indexed to the application. If the document is found, index it to the case and refer to Section 6.4.7, Thornton Provider Documents Received <insert hyperlink>. If the document is not found, go to Step 10.
10.	Click *Done*. INSERT SCREEN SHOT. The WFMS displays the Documents List page.
11.	Click *Correspondence* from the left Navigation bar. The WFMS displays the Correspondence page.
12.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send FI 2323 – FOLLOW-UP REQUEST TO PROVIDER FOR RECORDS – COPY TO BE SENT TO APPLICANT/CLIENT AND AUTHORIZED REPRESENTATIVE (IF APPLICABLE).
13.	From ICES screen AEMDT, Press **PF2**. ICES displays CLSC – AEMDT Screen Level Comments.
14.	Enter case notes indicating an FI 2323 – Follow-up Request to Provider for Records has been sent to the provider(s). Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
15.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents page.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
16.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.
17.	Under the Medical Exam/Records Available Within 3 months of Application Date cluster, mark the box next to Records not received. Second 2323 to provider with another 20-day deadline, copy to applicant and representative.
18.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice
19.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – First Notice with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
20.	Under the Options cluster, click *Close Task*.

3.5.7.2.4   Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. NEXT TRAN: AEMDT___ PARMS: 3000337737_ ICES displays screen AEMDT.
5.	From ICES screen AEMDT, Press **PF2**. CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO(_ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__ _ DUE 07/30/07 ICES displays CLSC – AEMDT Screen Level Comments.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
6.	Review case notes related to MA D/MADW case processing.
7.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.
8.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for solicited documents in Repository of non-indexed documents.
9.	Evaluate the documents in the Search Results to determine if the provider(s) submitted the information, but the information has not been indexed to the application. If the document is found, index it to the case and refer to Section 3.11.5.7.8, Thornton Provider Documents Received <insert hyperlink>. If the document is not found, go to Step 10.
10.	Click *Cancel*. The WFMS displays the Document List page.
11.	Click *Correspondence* from the left Navigation bar. The WFMS displays the Correspondence page.
12.	Click *View* next to the FI 2323 – Medicaid Disability Follow-up Request to Provider for Records. INSERT SCREEN SHOT. The WFMS displays the View Correspondence Details page. Review the Follow-up Request sent to the provider to determine what information has been requested before attempting to call the provider.
13.	Attempt to contact the provider via telephone to determine if the provider has sent the requested medical records or if the provider intends to send the requested medical records. If the provider indicates he/she will send the requested 251A or existing medical records, go to Step 14. If the provider indicates he/she will not send the requested 251A or existing medical records, refer to Section 3.5.6.4.5, Provider Does Not Intend to Cooperate <insert hyperlink>.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
14.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send a 2nd follow-up request to provider for records letter (20 day deadline) and send copy to applicant/Client and authorized representative (if possible).
| 15. | From ICES screen AEMDT, press **PF2**.<br><br>```
CLSC              AEMDT SCREEN LEVEL COMMENTS              07/30/07 14:41
PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999          T49704 A TEST/RO
_    DATE - 07/30/07   TIME - 14:39:31                              BY - T49
_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__
_ DUE 07/30/07
```<br><br>ICES displays CLSC – AEMDT Screen Level Comments. |
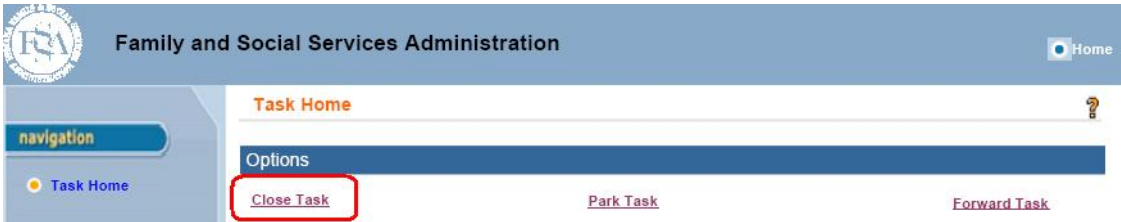| 16. | Enter case notes detailing the outcome of telephone contact with the provider (all attempts made, phone number(s) attempted, etc.). Include provider's intent to cooperate and any correspondence sent. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>. |
| 17. | Click *Documents* from the left Navigation bar.
The WFMS displays the Documents page. |
| 18. | Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation. |

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
19.	Under the Medical Exam/Records Available Within 3 months of Application Date cluster, mark the box next to Records not received by 2nd 20-day deadline.
20.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
21.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice
22.	Under the Options cluster, click *Close Task*.

Step	Provider Does Not Intend to Cooperate
1.	Click *Documents* from the left Navigation bar.
	The WFMS displays the Documents page.
2.	Review the documents indexed to the case to determine if partial medical records have been received and can be sent to MRT.
	If partial medical records have been received, refer to Step 4 of Section 3.5.6.4.6, Thornton Provider Documents Received <insert hyperlink>.
	If no medical records have been received, go to Step 3.
3.	INVOKE SEND NOTICE WORK INSTRUCTIONS TO SEND A REQUEST TO APPLICANT TO OBTAIN RECORDS LETTER (10 DAY DEADLINE) TO THE APPLICANT/CLIENT AND AUTHORIZED REPRESENTATIVE (IF APPLICABLE).
4.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.
	NEXT TRAN: AEMDT___ PARMS: 3000337737__
	ICES displays screen AEMDT.

3.5.7.2.5 Provider Does Not Intend to Cooperate

If during telephone contact with the provider, the provider does not intend to send the requested medical records, it may be necessary to contact the applicant/Client and authorized representative (if applicable) to request the medical records.

Step	Provider Does Not Intend to Cooperate
5.	From ICES screen AEMDT, Press **PF2**. CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO _ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO___ _ DUE 07/30/07 ICES displays CLSC – AEMDT Screen Level Comments.
6.	Enter case notes regarding the reason the provider does not intend to cooperate and any correspondence sent.
7.	Click *Tasks* from the left Navigation bar. O Expenses O Notes O Communications ● Tasks The WFMS displays the Tasks page.
8.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
9.	Under the Options cluster, click *Close Task*. **Family and Social Services Administration** ● Home **Task Home** navigation Options ● Task Home Close Task Park Task Forward Task

3.5.7.2.6   Thornton Provider Documents Received

Step	Thornton Provider Documents Received
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. My Tasks | TaskID	Case Id	Document	Subject	Status	Priority	Due Date
294	123456790	Birth Certificate	Rearrange Document: Case: 1234567890; Client: 123456789012	Open	Low	7/30/2004 00:00	 The WFMS displays the Task Home.

Step	Thornton Provider Documents Received
2.	View the Primary Action and Task Instructions. Task Instructions: Review and process solicited supporting document(s) for a new application or progress report.
3.	Under the Supporting Information cluster, click *Case Home page.* The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
5.	Review the document(s) to verify the provider has provided the necessary medical information. • If the provider has provided the necessary medical information, continue with Step 6. • If the medical information is incomplete, click Correspondence from the left Navigation bar to determine next action: • If only an FI 2322 – Initial Request to Provider has been sent, refer to Section 3.5.6.4.3, Thornton Provider Documents Not Received for New MAD or MADW Application/Progress Report - First Notice <insert hyperlink>. • If only one FI 2323 – Follow-up Request to Provider has been sent, refer to Section 3.5.6.4.4, Thornton Provider Documents Not Received for New MAD or MADW Application/Progress Report - Second Notice <insert hyperlink>. • If two FI 2321 – Follow-up Request to Provider have been sent, refer to Section 3.5.6.4.7, Thornton Provider Documents Not Received for New MAD or MADW Application/Progress Report – Notice to Applicant/Client <insert hyperlink>
6.	Navigate to ICES. Enter TRAN: CLCR; PARMS: ICES CASE NUMBER/MMDDYYYY. `NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_` Review case notes related to the MA D/MADW processing to determine if the applicant/Client has indicated more than one provider.
7.	Click *Correspondence* from the left Navigation bar. The WFMS displays the Correspondence page.

Step	Thornton Provider Documents Received
8.	Review the correspondence history to determine if requests have been made to an additional provider(s). If there are no outstanding requests to an additional provider(s), continue with Step 9. If requests have been made to an additional provider(s), skip to Step 16.
9.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. `NEXT TRAN: AEMDT___ PARMS: 3000337737_`

10.	Enter the date the medical packet is being sent to MRT.
	
	`MED PACKET SENT TO MRT: _____`
	
	If partial medical records are being sent, enter the date in the field: FINAL PROV INFO RCVD OR DECISION TO SEND PARTIAL MED, PROV NON-COOP.
	
	`FINAL PROV INFO RCVD OR DECISION TO SEND PARTIAL MED, PROV NON-COOP: _____`

11.	From ICES screen AEMDT, Press **PF2**.
	
	`CLSC            AEMDT SCREEN LEVEL COMMENTS            07/30/07 14:41`
	`PAGE  1 OF 1    FOR RECIPIENT ID : 300075724999          T49704 A TEST/RO`
	`_    DATE - 07/30/07   TIME - 14:39:31                        BY - T49`
	`_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__`
	`_ DUE 07/30/07`
	
	ICES displays CLSC – AEMDT Screen Level Comments.

12.	Enter case notes regarding the document(s) received from the provider and any relevant information regarding the decision to send medical information to the MRT. Refer to Section 4.4, Document Guidelines <insert hyperlink>.

13.	Complete ICES screen AEWPR. Enter '**Y**' to Print MRT Routing Form. Enter the line item number for the individual. Press **Enter**.
	
	`AEWPR                    PRINT REQUEST                12/06/07 09:05`
	`COUNTY: 49 CASE: 3000347793 WORKER: T49161              T49704 A TEST/ROGER`
	
	`REDETERMINATION MONTH: 000000`
	
	`PRINT VERIFICATION CHECKLIST (Y/N): N  IF NOT ALL, ENTER THE LINE NUMBER OF AN`
	`INDIVIDUAL FOR WHOM YOU ARE REQUESTING A CHECKLIST:`
	
	`PRINT SOCIAL SECURITY REFERRAL(Y/N): N`
	`PRINT CAF.................. (Y/N): N IF NOT ALL, ENTER CAT/SEQ OF AG: _____`
	`PRINT MRT ROUTING FORM....... (Y/N): y IF NOT ALL, ENTER INDV LINE NUM: 01`
	`PRINTER:.................. NBR: 49008000 (COUNTY + SATELLITE + PRINTER)`
	`REPRINT LAST SOCIAL SECURITY REFERRAL OR CAF FOR THIS CASE ?(Y/N):  N`
	
	`---------------------------------INDIVIDUALS---------------------------------`
	`  1  MEDIC D`

Step	Thornton Provider Documents Received
14.	Click *Documents* from the left Navigation bar.
	The WFMS displays the Documents page.
15.	Refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Request for Action to Medicaid Medical Review Team and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Request for Action to Medicaid Medical Review Team.

Request for Action to Medicaid Medical Review Team

Applicant/Recipient Information

Case Number:	3000347793			Date Prepared:	
Category:	MA D	Sequence:	01	Co. of Residence:	Grant
Applicant/Recipient:		First:	Medicaid	Last:	Disability
		SSN:	000-00-0000	RID:	100000000000
		Mailing Address:	222 Adams St		
		City:	Indianapolis	Zip:	46222

AG has Authorized Rep? Yes ☐ No ☐

Type of Action (check one)

☒ Application
☐ Additional Information – Pending Case
☐ Resubmitted Information
☐ Progress Report

Information for Applications

Application Date (pending applications only)   11/25/2007   (mm/dd/yy)

Verified Accelerated Diagnosis (check diagnosis on page 2 of this form)

Expedited Application Information

If Deceased Date of Death:

Medical Urgency (explain):

Inpatient psychiatric resident moving to community ☐

Medicaid Waiver ☐   RBA ☐   ARCH ☐

Other:

For Partial Record Packet: list providers that did not send Medical records after 3 requests

Provider Name:
Provider Name:
Provider Name:

Step	Thornton Provider Documents Received
16.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.
17.	Under the MRT Review and Decision Required cluster, mark the following boxes if the items are complete. If the items are not yet complete, the task is not ready to be created for the Medicaid Medical Review Team. Complete the processing of the Medicaid Disability application before creating the Process MA B/D Application task for the FSSA Medicaid MRT queue.

Exam Required (Medical Records NOT Within 3 months of Application Date) (must be completed if previous section is not completed)

☐		2032 and 2320 (#1 checked) to applicant and any representative with 30-day deadline from mail date. AEMDT updated for Application/Add-Program.
☐	☐	Appointment date received from Applicant/Representative by 30-day deadline. Medical packet (251A, 251, 3512, 2322) to provider. Or to applicant and any representative IF they agree to take medical packet to provider. AEMDT updated for Application/Add-Program.
☐	☐	Applicant did not respond to 2032/2320. 2321 sent to applicant and any representative with 10-day deadline and attempted phone contact with applicant and representative.
☐	☐	Applicant/Representative responds by 10-day deadline, does not have appointment but intends to comply. Second 2321 sent with 10-day deadline.
☐	☐	No response to 2321. AG to State for review and eligibility.
☐	☐	Medical records received: must be within 12 months and signed by physician or board certified psychologist (continue to MRT section of checklist)

MRT Review and Decision Required

☒		251B completed and indexed to case
☒		Completed 251A and/or medical records signed by phys/bd cert psychologist indexed to case
☐	☐	Partial medical records received. Entered name(s) of providers not complying and number of contacts to each provider on CLSC.
☒	☐	AEMDT updated with DFR processing days. N/A for Progress Report only.
☒		**AEWPR Print Requested in ICES** (do not sent to MRT) **complete Request for Action to MRT**
☒		Task 32 or 33 created for FSSA Medicaid MRT. AEMDT updated for Application/Add-Program.
☐	☐	Additional records received signed by phys/bd cert psychologist. Records indexed to case. *Additional Information Submitted* task created for FSSA Medicaid MRT. AEMDT updated for Application/Add-Program.
☐	☐	MRT requesting Additional Information. 2032 and 2320 (#2 checked) to applicant and any representative with 60-day deadline.
☐	☐	Applicant/representative did not respond to 2032/2320 for Additional Information. 2321 sent for Additional Information with 30-day deadline.
☐	☐	No response to 2321 for Additional Information. AG to State for review and eligibility.
☐	☐	**MRT decision received. Updates completed on AEIDP and AEMDT (Application/Add-Program)**
☐		CLSC recording completed for all disability related actions and contacts

Override Eligibility Checklist (Comments required)

☐	Applicant has withdrawn application or documentation indicates ineligibility. CLRC/CLSC documented.

Comments

Step	
18.	Before generating a Process MA B/D Application task to the FSSA Medicaid MRT queue, be sure all required documentation is indexed to the case. Review the documents indexed to the case for completion. If not already indexed to the case, attach the Request for Action to Medicaid Medical Review Team, Medicaid Disability (Thornton) Checklist, and OMPP 251B. Complete ICES screens AEMDT and AEWPR.

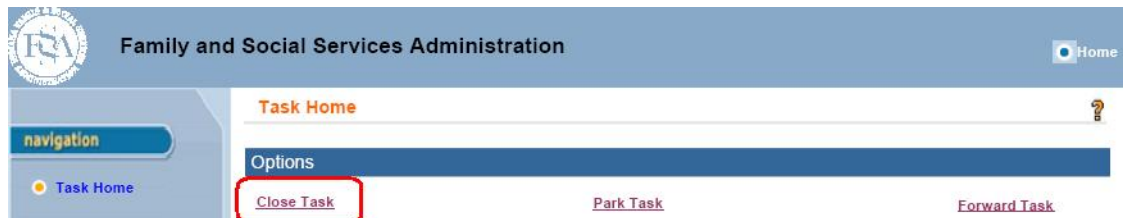| Step	Thornton Provider Documents Received
19.	Click *Tasks* from the left Navigation bar. ○ Expenses ○ Notes ○ Communications ○ Tasks The WFMS displays the Tasks Home page.
20.	Click *Create Task.* The WFMS displays the Select Task Type page.
21.	Click Select next to 'Process MA B/D Application.' Select Task Type Select Task Type Cancel Action Task Type Select ACS Policy Request Select ACS Policy Response Select Additional Information Submitted Select Administrative Disqualification Hearing Select Appeal Request Select Appeal Withdrawal Request Select Asset Trust Review Requested Select Asset/Trust Review Completed Select Benefit Underissuance or Benefit Recovery Referral Select Child Support Good Cause Request Select Continuance/Reinstatement of Benefits Needed Select Front-end Integrity Review Referral Select Front-end Integrity Review Results Select Front-end Program Integrity Referral to Compliance Unit Select Hoosier Healthwise Redetermination Received Select Independent Resource Assessment Request Select Independent Self-Sufficiency Account Request Select Information Request from External Party Select Medical Assignment Good Cause Request Select Out-of-State Inquiry Request Select Out-of-State Inquiry Results Select Phone Interview Pending Select Process MA B/D Application Select Process MA D Application - Accelerated Select Reinstate Benefits The WFMS creates and forwards the task to the appropriate Workgroup.
22.	Click *Task ID* for the Thornton Provider Documents Received with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
23.	Under the Options cluster, click *Close Task*. Family and Social Services Administration ○ Home navigation Task Home Options ○ Task Home Close Task Park Task Forward Task

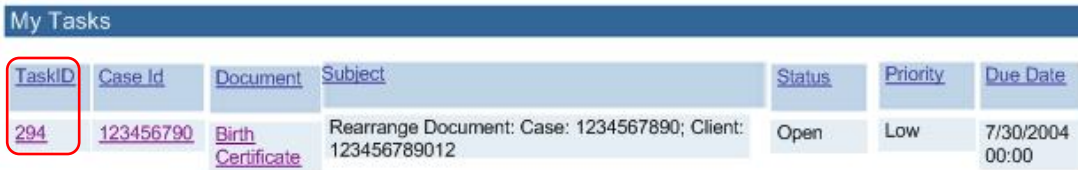**3.5.7.2.7   Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client**

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.
5.	Refer to Section 3.11.4, Search Instructions <insert hyperlink> to search for solicited documents in Repository of non-indexed documents.
6.	Evaluate the documents in the Search Results to determine if the provider submitted the information, but the information has not been indexed to the application. If the document is found, index it to the case and refer to Step 4 of Section 3.5.6.4.6, Thornton Provided Documents Received <insert hyperlink>. If the document is not found, go to Step 7.
7.	Click *Cancel*. The WFMS displays the Documents List page.
8.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number. NEXT TRAN: AEMDT___ PARMS: 3000337737_ ICES displays screen AEMDT.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
9.	From ICES screen AEMDT, Press **PF2**. ``` CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO _ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO___ _ DUE 07/30/07 ``` ICES displays CLSC – AEMDT Screen Level Comments.
10.	Review case notes related to MA D/MADW case processing to determine if the applicant/Client has indicated more than one provider.
11.	Click *Correspondence* from the left Navigation bar. O Expenses O Notes ● Correspondence O Tasks The WFMS displays the Correspondence page.
12.	Review the correspondence history to determine if requests have been made to an additional provider(s).
13.	Click *Documents* from the left Navigation bar. navigation O Home ● Documents O Programs The WFMS displays the Documents List page.
14.	Review the documents indexed to the case to determine if the applicant/Client has more than one provider and partial medical records have been received. If partial medical records have been received, refer to Step 4 of Section 3.5.6.4.6, Thornton Provider Documents Received <insert hyperlink>. If no medical records have been received, go to Step 15.
15.	Click *Home* from the left Navigation bar. navigation O Home O Expedited Food Stamps O Documents The WFMS displays the Case Home page.

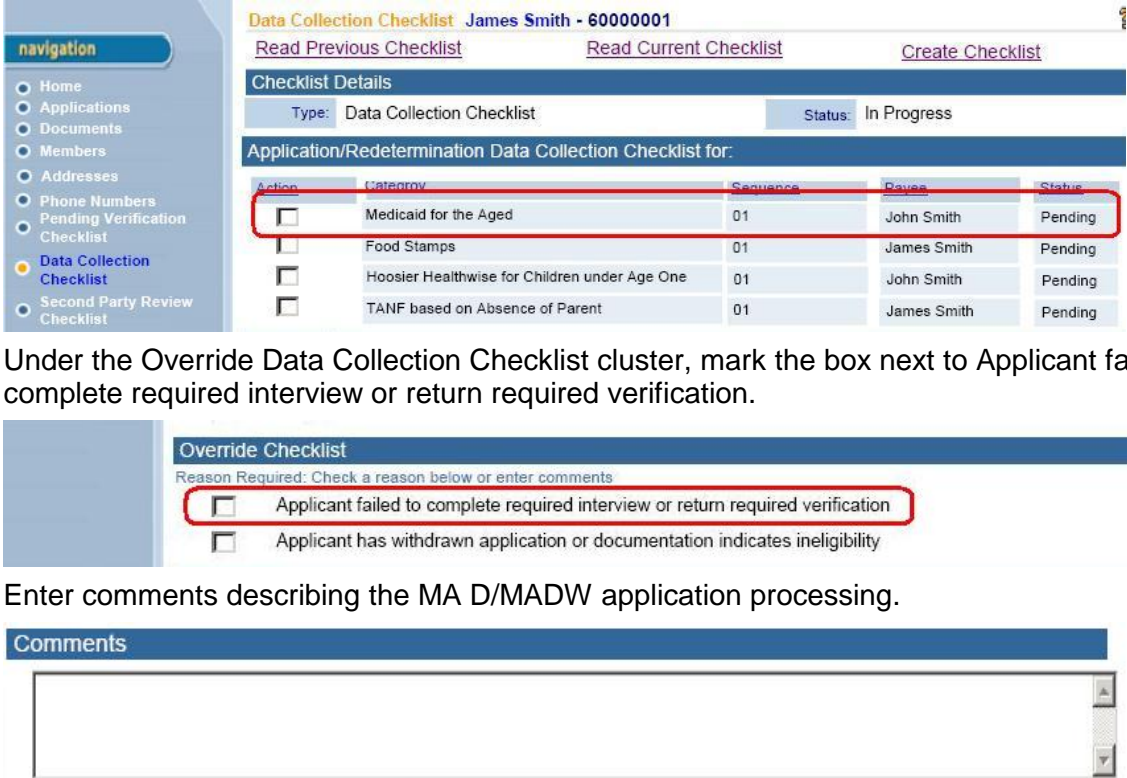| Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
16.	Click *Correspondence* from the left Navigation bar. ○ Expenses ○ Notes ● Correspondence ○ Tasks The WFMS displays the Correspondence List page.
17.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to create and send an FI 2324 Medicaid Disability Request to Applicant to Obtain Records (10 DAY DEADLINE).
18.	From ICES screen AEMDT, Press **PF2**. CLSC AEMDT SCREEN LEVEL COMMENTS 07/30/07 14:41 PAGE 1 OF 1 FOR RECIPIENT ID : 300075724999 T49704 A TEST/RO _ DATE - 07/30/07 TIME - 14:39:31 BY - T49 _ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__ _ DUE 07/30/07 ICES displays CLSC – AEMDT Screen Level Comments.
19.	Enter case notes regarding the action taken and any correspondence sent. Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.
20.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents page.
21.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
22.	Under the Medical Exam/Records Available Within 3 months of Application Date cluster, mark the box: Records not received after 2nd 2323. 2324 to applicant and representative with 10-day deadline.

Medicaid Disability (Thornton) Checklist

Applicant: First Name	Last Name	Case Number	Category	Sequence
Medicaid	Disability	3000347793	MAD	01

Complete	N/A	Checklist Item
		Individual states diagnosis meeting accelerated processing criteria
☐	☐	Documentation of applicant's diagnosis received (signed by physician/board certified psychologist).
☐	☐	Applicant/representative cannot immediately provide documentation of diagnosis. Diagnosis Certification Form faxed to applicant's provider.
		Medical Exam/Records Available Within 3 months of Application Date (if this section does not apply, complete next section)
☒		2322 to provider with 20-day deadline. AEMDT updated for Application/Add-Program.
☒	☐	Records not received. Second 2323 to provider with another 20-day deadline, copy to applicant and representative.
☒	☐	Records not received by 2nd 20-day deadline. 1) Intent to provide confirmed. 2323 to provider with 2nd 20-day deadline, copy to applicant and any representative. 2) Provider will not provide records, Partial Record procedure initiated.
☒	☐	Records not received after 2nd 2323. 2324 to applicant and representative with 10-day deadline
☐	☐	No response to 2324. AG to State for review and eligibility.
☐	☐	Medical records received: must be within 12 months *and* signed by physician or board certified psychologist (continue to MRT section of checklist)
		Exam Required (Medical Records NOT Within 3 months of Application Date) (must be completed if previous section is not completed)
☐		2032 and 2320 (#1 checked) to applicant and any representative with 30-day deadline from mail date. AEMDT updated for Application/Add-Program.
☐	☐	Appointment date received from Applicant/Representative by 30-day deadline. Medical packet (251A, 251, 3512, 2322) to provider. Or to applicant and any representative IF they agree to take medical packet to provider. AEMDT updated for Application/Add-Program.
☐	☐	Applicant did not respond to 2032/2320. 2321 sent to applicant and any representative with 10-day deadline and attempted phone contact with applicant and representative.
☐	☐	Applicant/Representative responds by 10-day deadline, does not have appointment but intends to comply. Second 2321 sent with 10-day deadline.
☐	☐	No response to 2321. AG to State for review and eligibility.
☐	☐	Medical records received: must be within 12 months *and* signed by physician or board certified psychologist (continue to MRT section of checklist)

Step	
23.	Click *Tasks* from the left Navigation bar. ○ Expenses ○ Notes ○ Communications ● Tasks The WFMS displays the Tasks page.
24.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Notice to Applicant/Client
25.	Under the Options cluster, click *Close Task*.

3.5.7.2.8 Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions:
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar. The WFMS displays the Documents List page.
5.	Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search for solicited documents in Repository of non-indexed documents.

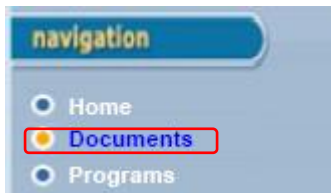| Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
6.	Evaluate the documents in the Search Results to determine if the applicant submitted the information, but the information has not been indexed to the case.
	If the document is found, index it to the case and refer to Step 4 of Section 3.5.6.4.6, Thornton Provider Documents Received <insert hyperlink>.
	If the document is not found, go to Step 7.
7.	Click *Cancel*.
	The WFMS displays the Documents List page.
8.	Navigate to ICES. Enter TRAN: AEMDT; PARMS: ICES Case Number.
	`NEXT TRAN: AEMDT___ PARMS: 3000337737_`
	ICES displays screen AEMDT.
9.	From ICES screen AEMDT, Press **PF2**.
	`CLSC            AEMDT SCREEN LEVEL COMMENTS            07/30/07 14:41` `PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999          T49704 A TEST/RO` `_    DATE - 07/30/07   TIME - 14:39:31                        BY - T49` `_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__` `_ DUE 07/30/07`
	ICES displays CLSC – AEMDT Screen Level Comments.
10.	Review case notes related to the MA D/MADW processing to determine if the applicant/Client has responded to the Request to Applicant to Obtain Records Letter.
	If the applicant/Client has not responded, go to Step 11.
	If the applicant/Client has responded indicating he/she can obtain records, refer to Section 3.11.4, Sending Notices <insert hyperlink> to send 2032 (20 DAY DEADLINE).
11.	From ICES screen AEMDT, Press **PF2**.
	`CLSC            AEMDT SCREEN LEVEL COMMENTS            07/30/07 14:41` `PAGE  1 OF  1    FOR RECIPIENT ID : 300075724999          T49704 A TEST/RO` `_    DATE - 07/30/07   TIME - 14:39:31                        BY - T49` `_ 2032 AND INITIAL NOTICE SENT TO APPLICANT ON 06/29/07 FOR MA D APPT INFO__` `_ DUE 07/30/07`
	ICES displays CLSC – AEMDT Screen Level Comments.
12.	Enter case notes regarding the MA D/MADW application processing and any actions taken.
13.	Click *Documents* from the left Navigation bar.
	The WFMS displays the Documents page.
14.	Review the documents indexed to the case to determine if the Medicaid Disability (Thornton) Checklist is already indexed to the case. If the Medicaid Disability (Thornton) Checklist is not yet indexed to the case, refer to Section 3.11.4.5, Sending Notices <insert hyperlink> to complete the Medicaid Disability (Thornton) Checklist and attach it as a document to the case. Document Type: Medical Documentation; Document Name: Disability Documentation.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
15.	Under the Medical Exam/Records Available Within 3 months of Application Date cluster, mark the box: No response to 2324. AG to State for review and eligibility. **Medicaid Disability (Thornton) Checklist** 	Applicant: First Name	Last Name	Case Number	Category	Sequence
---	---	---	---	---
Medicaid	Disability	3000347793	MAD	01 | | Complete	N/A	Checklist Item
---	---	---
Individual states diagnosis meeting accelerated processing criteria
☐	☐	Documentation of applicant's diagnosis received (signed by physician/board certified psychologist).
☐	☐	Applicant/representative cannot immediately provide documentation of diagnosis. Diagnosis Certification Form faxed to applicant's provider.
Medical Exam/Records Available Within 3 months of Application Date (if this section does not apply, complete next section)
☒		2322 to provider with 20-day deadline. AEMDT updated for Application/Add-Program.
☒	☐	Records not received. Second 2323 to provider with another 20-day deadline, copy to applicant and representative.
☒	☐	Records not received by 2nd 20-day deadline. 1) Intent to provide confirmed. 2323 to provider with 2nd 20-day deadline, copy to applicant and any representative. 2) Provider will not provide records, Partial Record procedure initiated.
☒	☐	Records not received after 2nd 2323. 2324 to applicant and representative with 10-day deadline
☒	☐	No response to 2324. AG to State for review and eligibility.
☐	☐	Medical records received: must be within 12 months and signed by physician or board certified psychologist (continue to MRT section of checklist)
Exam Required (Medical Records NOT Within 3 months of Application Date) (must be completed if previous section is not completed)
☐		2032 and 2320 (#1 checked) to applicant and any representative with 30-day deadline from mail date. AEMDT updated for Application/Add-Program.
☐	☐	Appointment date received from Applicant/Representative by 30-day deadline. Medical packet (251A, 251, 3512, 2322) to provider. Or to applicant and any representative IF they agree to take medical packet to provider. AEMDT updated for Application/Add-Program.
☐	☐	Applicant did not respond to 2032/2320. 2321 sent to applicant and any representative with 10-day deadline and attempted phone contact with applicant and representative.
☐	☐	Applicant/Representative responds by 10-day deadline, does not have appointment but intends to comply. Second 2321 sent with 10-day deadline.
☐	☐	No response to 2321. AG to State for review and eligibility.
☐	☐	Medical records received: must be within 12 months and signed by physician or board certified psychologist (continue to MRT section of checklist)	
16.	Click *Data Collection Checklist* from the left Navigation bar. ○ Phone Numbers ● Data Collection Checklist ○ Correspondence The WFMS displays the Data Collection Checklist page.
17.	Under the Application/Re-determination Data Collection Checklist for: cluster, select the appropriate Assistance Group.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
	Under the Override Data Collection Checklist cluster, mark the box next to Applicant failed to complete required interview or return required verification.
	Enter comments describing the MA D/MADW application processing.
	Refer to 4.29 State Review and Eligibility Determination Needed <insert hyperlink> to confirm whether any additional action is required to send a task to the State.
18.	Click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
19.	Click *Task ID* for the Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client with a Reserved status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.

Step	Thornton Provider Documents Not Received for New MA D or MADW Application/Progress Report – Second Notice to Applicant/Client
20.	Under the Options cluster, click *Close Task*.

3.5.8   Workgroup 11 Work Instructions

3.5.8.1   Ready for Second Party Review (SPR)

Upon completion of the Data Collection Checklist, a Ready for Second Party Review (SPR) task is be created and forwarded to Workgroup 11.

Step	Ready for Second Party Review (SPR)
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. Task ID / Subject 292 / New Application ready for Initial Review - 519. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Review all case documents, budgets, and ICES entries for correct processing. Make corrections as needed and create task for Adult Coach when errors need addressing at ESA level.
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Complete the Second Party Review. Navigate to ICES. Enter TRAN: AEREV; PARMS: ICES Case Number. Press **Enter**. NEXT TRAN: AEREV___ PARMS: 3000337737_
5.	To access the case documents while completing the Second Party Review, click *Documents* from the left Navigation bar. navigation O Home ● Documents O Programs The WFMS displays the Documents page. Access application/case documents as needed during second party review by clicking the Document Name hyperlink. The WFMS displays the View Document Details page and an image of the document opens in a separate window.
6.	Correct any errors found while completing the Second Party Review. If multiple or significant errors are corrected and need addressing at the ESA level, refer to Section 3.5.7.2, Initiate SPR Errors Task <insert hyperlink> to create and forward an SPR Errors task to the appropriate Coach.
7.	When the second party review is complete, enter TRAN: AETRV. Press **Enter**. ICES terminates the review driver flow. NEXT TRAN: AETRV___ PARMS: 3000337737__

Step	Ready for Second Party Review (SPR)
8.	Enter TRAN: CLRC; PARMS; ICES Case Number. Press **Enter**. NEXT TRAN: CLRC____ PARMS: 3000076384____ Update case notes in ICES detailing the second party review, documenting any errors corrected.
9.	Click *SPR Checklist* from the left Navigation bar. ○ Phone Numbers ● SPR Checklist ○ Correspondence The WFMS displays the SPR Checklist page.

Step	Ready for Second Party Review (SPR)
10.	Mark the box to certify the following items as complete on the SPR Checklist:

Second Party Review Checklist: James Smith - 60000001

Read Previous Checklist   Read Current Checklist   Create Checklist

Checklist Details

Type: Data Collection Checklist   Status: In Progress

Second Party Review Checklist for:

Action	Categroy	Sequence	Individual	Status
☐	Medicaid for the Aged	01	John Smith	Pending
☐	Food Stamps	01	James Smith	Pending
☐	Hoosier Healthwise for Children under Age One	01	John Smith	Pending
☐	TANF based on Absence of Parent	01	James Smith	Pending

Checklist Items

Complete	N/A	Checklist Items
☐		File Date entered correctly or has been corrected.
☐	☐	Name and data on scanned application match Workflow Management System pre-entered data, or data corrected. (N/A Only for Redeterminations)
☐		Search conducted to determine if individual(s) known to system
☐	☐	Reconciled individual(s) found in search with similar/same name or same SSN
☐	☐	Required Data Broker request submitted and information reconciled
☐	☐	For Disability cases, Social Summary completed (Form 251B)
☐	☐	If asset trust present, Asset Trust task completed
☐	☐	For Medicaid Waiver cases, data collected to support selection of Waiver Category
☐	☐	Data collection completed for resources reported. N/A only for SSI eligible individuals.
☐	☐	For Nursing Home cases with community spouse, spousal impoverishment data collection completed
☐	☐	For cases with reported resource transfer(s), data collection completed
☐	☐	Data collected to support determination of Retro Active months requested
☐	☐	Required verifications present and complete

Step	Ready for Second Party Review (SPR)
11.	If the case is complete and Ready for State Review and Eligibility, mark the appropriate box. **Second Party Review Results** ☐ Data collection complete. Ready for State Review and Eligibility ☐ FIAT Authorization Needed ☐ Data collection not complete. Return for completion ☐ Reason Confirmed for Override of Data Collection Checklist **Comments** [text box] [Save] [Cancel] • If a FIAT Authorization is needed, mark the appropriate box. Marking the FIAT Authorization Needed box forwards the appropriate task to the appropriate Workgroup. • If the Data collection is not complete and needs to be returned, mark the appropriate box. Marking this box forwards the appropriate task to the appropriate Workgroup. • If the reason for overriding the Data Collection Checklist is confirmed, mark the appropriate box. Marking this box forwards the appropriate task to the appropriate Workgroup.
12.	Once all applicable items have been certified on the checklist, click *Save*. The WFMS creates and forwards the appropriate task to the appropriate Workgroup.

3.5.8.2   Initiate SPR Errors Task

While processing a Second Party Review, if errors are found and corrected, it may be necessary to create an SPR Errors task that is forwarded to the appropriate Coach.
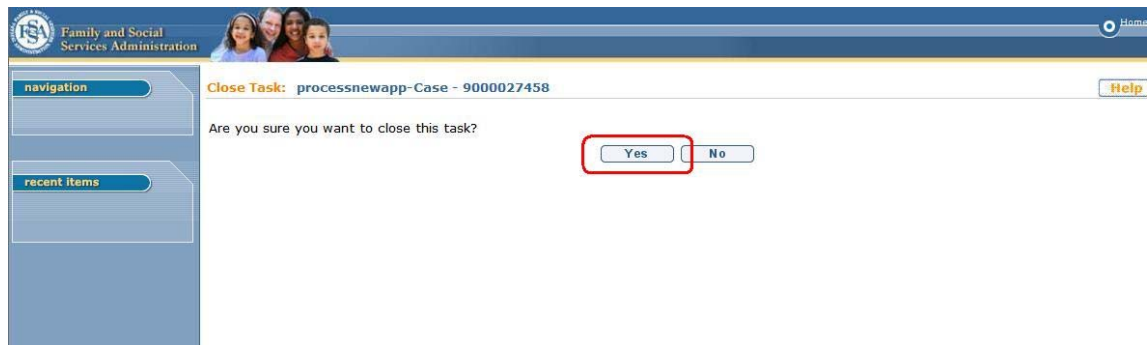
Step	Initiate SPR Errors Task
1.	From the Application Home page or Case Home page, click *Tasks* from the left Navigation bar. The WFMS displays the Tasks page.
2.	Click *Create Task*. The WFMS displays the Select Task Type page.
3.	Click *Select* next to 'SPR Errors.' INSERT GUI Click *Save*. The WFMS creates and forwards the SPR Errors task to the appropriate Coach.

3.5.9 Workgroup 2 Coaches Work Instructions

3.5.9.1 Returned by State

A State Eligibility Consultant (SEC) gets a State Review and Eligibility Determination task and determines that additional work should be performed by the Coalition prior to determining eligibility. The SEC enters the reason for returning the task in case notes, and creates a Returned by State task which is received by the appropriate Coach's queue. If there is a need to send the applicant/Client an FI 2032 Pending Verifications for Applicants/Recipients, it is not necessary to return the case to an SEC.

Step	Returned by State
1.	From the User Home page, under the My Tasks cluster, view the Subject and click the *Task ID*. 9000047364 1013 - Returned by State High The WFMS displays the Task Home.
2.	View the Subject and Task Instructions. Task Instructions: Review case notes and resolve issues.
3.	Under the Supporting Information cluster, click Case Home page. The WFMS displays the Case Home page.
4.	Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number/MMDDYYYY. Press **Enter**. NEXT TRAN: CLRC____ PARMS: 3000337737/07092007_
5.	Review the case notes to determine the reason(s) for returning the case.
6.	Resolve the outstanding issues, contacting the SEC who returned the case (if needed). If necessary there is a need to send the applicant/Client an FI 2032 Pending Verifications for Applicants/Recipients, refer to Section 3.11.4., Sending Notices <insert hyperlink> to create correspondence.
7.	In ICES, Press **PF4** to update CLRC notes. Include any actions taken to resolve the outstanding issues and any contacts made.
8.	If the case is ready for State Review and Eligibility Determination, it is necessary to complete the appropriate checklist to generate a State Review and Eligibility Determination task for the appropriate FSSA Authorization queue. **Note**: If the Returned by State task was generated for application or redetermination processing, complete the Data Collection Checklist. If the Returned by State task was generated for change processing, complete the Change Checklist.
9.	Click either Data Collection Checklist or Change Checklist from the left Navigation bar. The WFMS displays either the Data Collection Checklist or Change Checklist page.
10.	Under the Options cluster, click Create Checklist.

Step	Returned by State
11.	Under the Application/Redetermination Data Collection/Change Checklist for cluster, mark the box next to the category for which a State Review and Eligibility Determination task is to be generated. **Note**: If the case contains an Adult Related Medicaid category, do not complete the checklist. Refer to Section 3.5.9.2, Forward Returned by State task to the FSSA Queue <insert hyperlink>
12.	Once the Checklist is completed, click Save. The WFMS generates a State Review and Eligibility Determination task for the FSSA queue and displays either the Data Collection Checklist or Change Checklist page with the Checklist status as Completed.
13.	Click Home in the upper right corner. The WFMS displays the User Home page.
14.	Click the Task ID for the Returned by State task with a Reserved Status. The WFMS displays the Task Home page.
15.	Under the Options cluster, click Close Task. The WFMS displays the Close Task Confirmation page.
16.	Click *Yes*. The WFMS displays the Task Home with the next task.

3.5.9.2   Forward Returned by State task to the FSSA Queue

If the completion of the Returned by State task for Adult Related Medicaid categories results in State Review and Eligibility Determination, it is necessary to forward the Returned by State task to the appropriate FSSA authorization queue instead of generating a State Review and Eligibility Determination task via the Data Collection Checklist or the Change Checklist.

Step	Forward Returned by State task to the FSSA Queue

Step	Forward Returned by State task to the FSSA Queue
1.	Click Home in the upper right corner.
	The WFMS displays the User Home page.
2.	Click the Task ID for the Returned by State task with a Reserved Status.
	The WFMS displays the Task Home page.
3.	Under the Options cluster, click Forward Task.
	The WFMS displays the Forward Task page.
4.	Click on the magnifying glass to select the work queue.
	The WFMS displays the work queues in a pop up window.
5.	Click Select next to the appropriate work queue as defined by case processing status.
	If the Returned by State task is for application processing, click Select next to FSSA Application. If the Returned by State task is for change processing, click Select next to FSSA Change Authorization. If the Returned by State task is for redetermination processing, click Select next to FSSA Redetermination.
	The WFMS displays the Forward Task page.
6.	Click Save.
	The WFMS forwards the Returned by State task to the appropriate queue and refreshes the Task Home page with the next task.

3.5.9.3 ACS Policy Request

An ACS Policy Request task is created and forwarded to the Coach by an EA, ES, or ESA while performing application and case processing tasks. If unable to resolve the policy issue in question, the ACS Policy Request task must be forwarded to the ACS Policy Unit for resolution.

Step	ACS Policy Request
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Subject and Task Instructions.

Step	ACS Policy Request
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar. INSERT GUI The WFMS displays the Documents page.
5.	Click the *Document Name* hyperlink for the ACS Policy Interpretation Request/Response Form. The WFMS displays the View Document Details page and an image of the ACS Policy Interpretation Request/Response Form opens in a separate window.
6.	Review the information on the ACS Policy Interpretation Request/Response form, including the Case Information, Programs, Situation Description, Question(s) and Requestor's Proposed Response.
7.	Research and resolve policy question(s) on the Policy Interpretation Request/Response Form. • If able to resolve policy question(s), continue with Step 8. • If unable to resolve policy question(s), skip to Step 12.
8.	Navigate to ICES. Complete all applicable ICES screens.
9.	Enter TRAN: CLRC; PARMS: ICES Case Number. Press **Enter**. Enter case notes regarding the resolution of the ACS Policy Request task.
10.	Click *Home* in the upper right corner. The WFMS displays the User Home page.

Step	ACS Policy Request
11.	Click the *Task ID* for the ACS Policy Request task with a Reserved Status. The WFMS displays the Task Home.
12.	Under the Options cluster, click *Close Task*. If the task has not been resolved, it is necessary to forward the ACS Policy Request task to the ACS Policy Unit. Under the Options cluster, click *Forward Task*.

Step	ACS Policy Request
	The WFMS displays the Forward Task page.
13.	Under the Assignment Details cluster, use the drop down box to select to Assign To: Work Queue.
14.	Click the *Magnifying Glass icon*. The WFMS opens a separate window that displays work queues.

Step	ACS Policy Request
15.	Click *Select* next to ACS Policy Unit.
16.	Enter task instructions in the Task Instructions box. Click *Save*. The WFMS creates and forwards the ACS Policy Request task to the ACS Policy Unit and refreshes the Task Home page with the next task.

3.5.9.4   ACS Policy Unit Response

An ACS Policy Unit Response task is created and forwarded by the ACS Policy Unit.

Step	ACS Policy Unit Response
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Review the response from the ACS Policy Help Desk. If no additional information is required, make appropriate changes to the WFMS and ICES. If additional information is needed to finish processing, send a request for verification to the applicant(s)/Client(s).
3.	Under the Supporting Information cluster, click *Case Home page*. The WFMS displays the Case Home page.
4.	Click *Documents* from the left Navigation bar. INSERT GUI The WFMS displays the Documents page.
5.	Click the *Document Name* hyperlink for the ACS Policy Interpretation Request/Response Form. The WFMS displays the View Document Details page and an image of the ACS Policy Interpretation Request/Response Form opens in a separate window.
6.	Review the response from the ACS Policy Help Desk and make any appropriate changes to the WFMS and/or ICES. **Note:** Changes should only be made in the WFMS when an application has not yet been registered in ICES.
7.	Navigate to ICES. Complete all applicable ICES screens as a result of the ACS Policy Unit Response.
8.	Determine if additional information is required based on the ACS Policy Unit Response. Refer to Section 3.11.4, Sending Notices <insert hyperlink> if additional information is needed as a result of ACS Policy Unit response. If no information is needed, skip to Step 9.

Step	ACS Policy Unit Response
9.	Enter TRAN: CLRC; PARMS: ICES Case Number. Press **Enter**. NEXT TRAN: CLRC____ PARMS: 3000076384____ Enter case notes regarding the resolution of the ACS Policy Request task.
10.	Click *Home* in the upper right corner. The WFMS displays the User Home page.
11.	Click the *Task ID* for the ACS Policy Request task with a Reserved Status. INSERT SCREEN SHOT WITH SPECIFIC TASK NAME. The WFMS displays the Task Home.
12.	Under the Options cluster, click *Close Task*. The WFMS refreshes the Task Home page with the next task.

3.5.9.5   SPR Errors

When a Workgroup 11 ESA makes a determination that errors need addressing by the appropriate Coach, the WG 11 ESA creates and forwards an SPR Errors task to the appropriate Coach.

Step	SPR Errors
1.	From the User Home page, under the My Tasks cluster, view the Task Name and click the *Task ID*. The WFMS displays the Task Home.
2.	View the Primary Action and Task Instructions. Task Instructions: Review errors and formulate any training/disciplinary action, as needed.
3.	Under the Supporting Information cluster, click *Case Home page.* The WFMS displays the Case Home page.
4.	Take appropriate action to address the SPR Errors task at the individual level.